



GO
BRIGHT
Ahead

Girl Scouts
Heart of the South
COOKIE PROGRAM
TROOP
GUIDE

2023

girl scouts
heart of the south

Little Brownie
BAKERS®



RESOURCES AT YOUR FINGERTIPS

WEBSITES



COOKIE RESOURCES
<https://bit.ly/3TrS0qT>

Any additional information you may need for the Girl Scout Cookie Program.



GSHS COOKIE SWAP FACEBOOK GROUP
[facebook.com/groups/GSHSCookieSwap](https://www.facebook.com/groups/GSHSCookieSwap)

Swap extra cookies, search for needed cookies and connect with other Girl Scout Cookie volunteers!



BUILT BY ME COOKIE PLANNER
cookieplanner.littlebrowniebakers.com

Help girls build the best Girl Scout Cookie Season ever! In four steps, you'll create a plan for girls to succeed.



GSHS COUNCIL WEBSITE
www.girlscoutshs.org/cookievolunteer

Visit our site to find procedures, forms, manuals and other helpful information.



DIGITAL COOKIE
digitalcookie.girlscouts.org

Girl Scouts can set up their own personalized pages, take credit card payments and ship cookies directly to their customers.



LITTLE BROWNIE BAKERS
LittleBrownieBakers.com

Find girl activities, marketing ideas, cookie facts, program resources and clipart to help girls prepare for the cookie program from our official cookie baker.



eBUDE
ebudde.littlebrownie.com

Your Command Center for managing the cookie program. Watch "How to" videos, download forms, clipart, virtual rally information, order cookies, track girl activity and order girl rewards.



LITTLE BROWNIE BAKERS YOUTUBE CHANNEL
youtube.com/LittleBrownieBakers

Check out our library of inspiring videos featuring real girl stories and cookie tips.



GIRL SCOUTS OF THE USA
GirlScouts.org

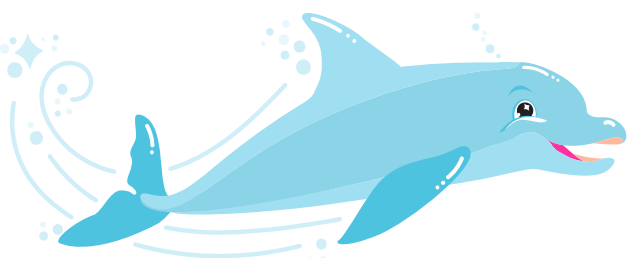
Locate info on the Girl Scout Cookie Program and national cookie badges and pins.



VOLUNTEER BLOG
blog.LittleBrownieBakers.com

Check out the volunteer blog for exciting girl activities and booth ideas.

APPS



DIGITAL COOKIE APP

Girls can take orders and payments on the go with the Digital Cookie Mobile App, available for free on both the App Store and Google Play.



Android



iPhone

eBUDE APP

Download this free app in the iPhone App Store or through Google Play.



Android



iPhone

TABLE OF CONTENTS



Our Girl Scout Cookie Program is much more than a fundraiser. It's a fun way for girls of all ages to earn money that fuels their dreams and it's a powerful, hands-on leadership and entrepreneurial program.

The countless, exciting possibilities — from new business opportunities, to a healthier planet, to a more beautiful world — begin with the skills girls learn and the action they take today. Girls will learn firsthand the ins and outs of running their own cookie business, even “branding” their enterprise for maximum impact.

Everything girls do in Girl Scouting is designed to help them become leaders in their daily lives and prepare for their bright futures!



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PROGRAM OVERVIEW

5 Key Skills & Cookie Stats

Troop Cookie Managers are an invaluable part of the Girl Scout Cookie Program. Volunteers like you are the champions, role models and cookie coaches who help girls discover their amazing potential and take steps toward achieving their goals.

THE GIRL SCOUT COOKIE PROGRAM HELPS GIRLS DEVELOP 5 KEY SKILLS:

 <p>GOAL SETTING as she sets cookie goals and makes a plan to reach them</p>	 <p>DECISION MAKING as she decides how her troop will spend the cookie money</p>	 <p>MONEY MANAGEMENT as she takes orders and handles customers' money</p>	 <p>PEOPLE SKILLS as she learns to talk and listen to all kinds of people while taking cookie orders</p>	 <p>BUSINESS ETHICS as she is honest and responsible every step of the way</p>
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THE NUMBER ONE REASON PEOPLE BUY GIRL SCOUT COOKIES IS TO SUPPORT GIRL SCOUTING!

All of the proceeds – every penny – from the Girl Scout Cookie Program are used to benefit girls within our local council. This revenue is used to fund major council initiatives like supporting and building membership, creating and sustaining innovative girl programming, maintaining and improving camp properties, providing volunteer training and offering a platform that allows troops' funding for trips, activities and community service projects.

When customers purchase Girl Scout Cookies, they directly support the Girl Scout Leadership Experience for girls in their community!

2022 GSHS TOP COOKIE SELLERS

TOTAL	NAME	TROOP #
13,238	Emily Duncan	13922
8,108	Jasmine Tolbert	10339C7
7,103	Madison Baker	13922
5,390	Makayla Tolbert	10339J5
5,215	Micahya Brown	10121
4,566	Madelynn Wen	10339C6
4,000	Janie Dong	10339C7
3,946	Genesis Bonner	13137
3,709	Anna-Lucia Harris	13922
3,418	Lilly Pierce	40135

2022 GIRL SCOUTS HEART OF THE SOUTH COOKIE STATS:

PER GIRL AVERAGE BY PROGRAM LEVEL:

DAISY: 220	CADETTE: 498
BROWNIE: 266	SENIOR: 394
JUNIOR: 283	AMBASSADOR: 475

TROOPS SELLING:

467

COUNCIL PER GIRL AVERAGE:

325

PACKAGES SOLD THROUGH DIGITAL COOKIE:

211,626

GIRLS SELLING:

2,896

AVERAGE TROOP PROFIT:

\$1,558

BOXES DONATED:

12,989

BOXES SOLD:

940,319

DIGITAL MARKETING & SOCIAL MEDIA TOOLS



SOCIAL MEDIA SHAREABLES

How can you help tomorrow's female entrepreneurs promote their Girl Scout Cookie™ businesses? We've got all the social resources you need on LittleBrownieBakers.com.

- Resources are easily searchable by category, including cookie news, special promotions, holiday themes, profile pictures and more.
- Each post includes a professionally designed graphic and customizable message.
- New posts are added throughout the year.



ONLINE TIPS & IDEAS

Help girls build online marketing skills and learn about e-commerce with the support of online tools like the Digital Cookie® platform. We've also got inspiration for engaging girls in virtual activities!

DIGITAL MARKETING TIPS FOR COOKIE ENTREPRENEURS & FAMILIES

Girls of all ages should partner with their caregiver to develop a plan to safely market their cookie business online. Get started using this resource available at girlscoutcookies.org/digitalmarketingtips.

MAKE IT VIRTUAL!

Find familiar in-person resources with a tech twist, along with several new digital ideas. These strategies help girls reach their goals in virtual environments when in-person is not an option.

HASHTAGS

Girl Scouts Heart of the South: #girlscoutshs
 Girl Scouts of the USA: #girlscouts
 Additional Hashtags: #GirlScoutCookieSeason, #CookieBoss, #GirlScoutCookies

FACEBOOK

[Facebook.com/girlscoutshs](https://www.facebook.com/girlscoutshs)

- Like us on Facebook to receive marketing ideas, up-to-date cookie information, and more!
- Tag us and use the hashtags in your pictures of cookie booths to help promote the Girl Scout Cookie Program.

TWITTER & INSTAGRAM

Twitter: @girlscoutshs
 Instagram: @girlscoutshs

- Tag us and use hashtags to promote the Girl Scout Cookie Program.
- Post a countdown to the start of the Girl Scout Cookie Program!



SECRETS TO A SUCCESSFUL PROGRAM

A great Girl Scout Cookie season is led by girls ... but it is inspired by you, the adult volunteer.

You are one of the program's most valuable resources, and girls' success is directly driven by your commitment. Your encouragement, coaching and guidance are key ingredients for a successful leadership

experience for girls! As a volunteer, you'll introduce girls to new experiences. You'll be their cheerleader, guide, and mentor, helping them develop crucial skills and confidence to launch them into a lifetime of leadership.

Since our goal is to always be friendly and helpful, here are secrets for a successful and FUN Girl Scout Cookie Program:

1 USE RESOURCES WISELY!

- Hold a virtual caregiver meeting and **get the caregivers involved!**
- Are some caregivers in sales or business? Invite them to share their story with your girls and teach them some tips and tricks! Anyone in finance? Ask them to handle troop finances!
- Someone have a big car? Add them as a pick-up only user in eBudde.
- Have a mom in marketing or a crafty dad? Recruit them to help the girls create their bling'd-out booth display!

2 CLIMB WITH COURAGE

- Motivate your girls before *and* during the program.
- Find creative ways to take your Cookie Program online!
- Attend your community's or council's Cookie Rally to get your girls ready and excited for the new cookie season!
- You can even host your own Troop Cookie Rally in-person or virtually!
- Check out littlebrowniebakers.com for great program planning and goal-setting activities.
- Use the activity and cookie badges for planning meetings and activities with the girls.
- Make signs and decorations for your cookie booths.

3 DID IT EVEN HAPPEN IF YOU DON'T HAVE RECEIPTS?

- Keep accurate records of your girls' orders and booths throughout the season!
- **Create a binder or accordion file to collect and organize all cookie materials.**
- Use page protectors or other folders to organize your girls' money/product receipts.
(**TIP:** use a page protector per girl and keep receipts in order by date!).
- Update eBudde daily when caregivers check out cookies from you or when you receive money from caregivers.

4 KEEP THE MOMENTUM GOING THROUGHOUT THE PROGRAM!

- Encourage caregivers to complete the Cookie Entrepreneur Family Pin with their Girl Scout.
- Sign up for council-sponsored booths or find that special spot to hold independent booths!
- Promote Troop-to-Troops and Gift of Caring as alternatives for customers who don't eat cookies, have too many cookies, etc.
- Visit corporations and businesses for Milk and Cookie Breaks, an opportunity to support the girl's goals.
- Make cookie bundles: Chocolate Lovers, Traditional, etc.
- Print recipe cards or have samples to promote the new cookie.

INTRODUCING THE NEW Raspberry Rally™!

Available ONLINE ONLY through Digital Cookie, while supplies last.



Thin, crispy cookies infused with raspberry flavor, dipped in chocolaty coating

RASPBERRY

WHAT IS SPECIAL ABOUT THE FLAVOR?

Customers wanted a raspberry flavor, so this cookie is baked with a pink, raspberry-flavored center and dipped in a chocolaty coating. It's sweet, indulgent, and made with vegan ingredients!

WHY ARE THEY ONLY AVAILABLE ONLINE?

It helps Girl Scouts learn about online shopping trends and build digital skills. It also lets us offer more flavors without replacing customer favorites at booths.

HOW DO CUSTOMERS BUY THEM FROM A GIRL ONLINE?

Customers can scan a girl's QR code, receive an email or go to a girl's online cookie page. They can buy there, and the cookies will ship straight to the customer.



Three Cheers for Raspberry Rally™!

HERE'S HOW YOU CAN PUMP UP THE EXCITEMENT FOR THE NEW GIRL SCOUT COOKIE AT BOOTHS & ONLINE!



BOOTH POSTER

Create your own Raspberry Rally sign and place it at booths, events or your caregivers' workplaces.



QR CODES

Create a QR code that directs customers to buy on your Digital Cookie page. Place it on your order card or booth flyers and signs.



PENNANT BANNER

Create a banner for your booth out of construction paper, string and flag templates.



BOX SIGNS

Display a sample Raspberry Rally package at your booth and attach a sign to it to give customers flavor info and instructions on how to buy.



RASPBERRY RALLY POM-POMS

Fashion yourself with DIY pom-poms to bring cheer to your booth. Pair with "Exclusively sold online!" signage so customers know how to buy.



TABLE TENTS

If you don't have sample packages, you can feature the same info with a table tent sign.



SOCIAL MEDIA RESOURCES

Post on social media to let family and friends know you're selling Raspberry Rally cookies online.* Find ready-made posts at LittleBrownie.com.



STICKER PAGES

Let customers know the cookies will sell quickly with stickers that say, "Available while supplies last!"



Scan this QR Code or visit the link below to find all kinds of helpful resources to enhance your cookie sale this year including fun ways to spread the word about the new Raspberry Rally™!

bit.ly/gshs_CookieSaleResources



2022-2023 Girl Scout Cookies®

All our cookies have...

- NO High-Fructose Corn Syrup
- NO Partially Hydrogenated Oils (PHOs)
- Zero Grams Trans Fat per Serving
- RSPO Certified (Mass Balance) Palm Oil
- Halal Certification

Adventurefuls™ • Real Cocoa

Indulgent brownie-inspired cookies with caramel flavored crème and a hint of sea salt
Approximately 15 cookies per 6.3 oz. pkg.
Ⓢ Ⓟ



\$5

Lemon-Ups® NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Crispy lemon flavored cookies with inspiring messages to lift your spirits
Approximately 12 cookies per 6.2 oz. pkg.
Ⓢ Ⓟ



\$5

Trefoils®

Iconic shortbread cookies inspired by the original Girl Scout recipe
Approximately 38 cookies per 9 oz. pkg.
Ⓢ Ⓟ



\$5

Do-si-dos® • Made with Natural Flavors • Real Peanut Butter • Whole Grain Oats

Oatmeal sandwich cookies with peanut butter filling
Approximately 20 cookies per 8 oz. pkg.
Ⓢ Ⓟ



\$5

Samoas® • Real Cocoa • Real Coconut

Crisp cookies with caramel, coconut and dark chocolaty stripes
Approximately 15 cookies per 7.5 oz. pkg.
Ⓢ Ⓟ



\$5

Tagalongs® • Real Cocoa • Real Peanut Butter

Crispy cookies layered with peanut butter and covered with a chocolaty coating
Approximately 15 cookies per 6.5 oz. pkg.
Ⓢ Ⓟ



\$5

Thin Mints® • Made with Vegan Ingredients • Real Cocoa

Crisp, chocolaty cookies made with natural oil of peppermint
Approximately 30 cookies per 9 oz. pkg.
Ⓢ



\$5

Girl Scout S'mores® • Made with Natural Flavors • Real Cocoa

Graham sandwich cookies with chocolaty and marshmallowy flavored filling
Approximately 16 cookies per 8.5 oz. pkg.
Ⓢ Ⓟ



\$6

Toffee-tastic® • No Artificial Flavors GLUTEN-FREE

Rich, buttery cookies with sweet, crunchy toffee bits
Approximately 14 cookies per 6.7 oz. pkg.
Ⓢ Ⓟ



\$6

Raspberry Rally™ • Made with Vegan Ingredients NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Thin, crispy cookies infused with raspberry flavor, dipped in chocolaty coating
Approximately 30 cookies per 9 oz. pkg. Ⓢ Ⓟ

Available While Supplies Last



NEW!

\$5

EXCLUSIVELY SOLD ONLINE FOR SHIPMENT ONLY



RSPO-1106186

Product formulations can change at any time. We encourage you to check the ingredient statement on each package you purchase for the most up-to-date information on the ingredients contained in the product in that package. For more details, check with Little Brownie Bakers or visit girlscoutcookies.org.

Although the use of palm oil in Little Brownie Bakers' Girl Scout Cookies® is limited, the palm oil used in our Girl Scout products is Certified Mass Balance palm oil. The Mass Balance System ensures that the palm oil Little Brownie Bakers uses contributes to the production of environmentally responsible, socially beneficial and economically viable palm oil. For more information please visit the Little Brownie Bakers website.

The GIRL SCOUTS® name and mark, and all other associated trademarks and logotypes, including but not limited to GIRL SCOUT COOKIES®, THIN MINTS®, TREFOILS®, GIRL SCOUT S'MORES®, LEMON-UPS®, ADVENTUREFULS®, RASPBERRY RALLY®, Girl Scout Cookie Program®, Digital Cookie® and the Trefoil Design, are owned by Girl Scouts of the USA. Little Brownie Bakers LLC is an official GSUSA Licensee. The LITTLE BROWNIE BAKERS® name and mark, and all associated trademarks, including SAMOAS®, TAGALONGS®, DO-SI-DOS® and TOFFEE-TASTIC® are registered trademarks of Ferrero Group. ©2022 Ferrero Group. All Rights Reserved_052022

COOKIE ROOKIE? STARTING A NEW TROOP

To start your troop's cookie program right, we strongly suggest every Troop Cookie Manager (TCM) host an information meeting!

Use this time to set expectations, provide due dates and hand out materials. This is also a great time to get your troop excited by setting goals, learning about the five skills and the cookie line up.

STEPS TO BECOMING A TROOP COOKIE MANAGER (TCM):

- Complete Registration/Renewal (www.mygs.girlscouts.org)
- When submitting volunteer registration, you will be sent an email to complete your background check from Sterling Volunteers.
- Complete Background Check - Check status on MyGS.
- Complete your [Troop Product Program Manager Agreement & Policies](#).
- Attend Training through your Service Unit or GSHS.
- Complete your TCM Assessment
- Submit a Troop [ACH Authorization and Bank Info form](#) to info@girlscoutshs.org.
- No outstanding debt.
- Service Unit Cookie Coordinator will allow access to eBudde.

WHAT THE TCM NEEDS FROM CAREGIVERS

Do not distribute program materials until you have collected the items below.

- Completed Caregiver Permission and Responsibility Form.
- Current girl registration for the 2022-2023 membership year.
- Updated caregiver contact info for your own records.

WHAT THE TCM PROVIDES TO EACH FAMILY/GIRL SCOUT?

(These items come from your Service Unit Cookie Coordinator)

- Family Guide
- Paper Order Card
- Money Envelope
- Goal Getter Order Card

IMPORTANT DATES:

- December 14, 2022 - Official start of Digital Cookies
- December 26, 2022 - Girls can begin taking in-person orders
- January 13, 2023 - Girls submit in-person initial orders to troop
- February 10, 2023 - Booths begin
- February 17, 2023 - Girls submit half payment to troop
- March 12, 2023 - Booths end
- March 13, 2023 - Girls submit final balance to troop
- March 22, 2023 - An [Outstanding Balance Form](#) is submitted through the [ACH Shortage](#) link if full balance is not collected.

PARTICIPANT EXPECTATIONS:

Money

- Set early and consistent deadlines for caregivers - money should be in your troop bank account and available for withdrawal 24-48 hours before the ACH sweeps. Keep in mind if your troop accepts checks, they take longer.
- Consider collecting money prior to releasing further cookies to caregivers.

Cookie Ordering & Distribution

Set expectations for getting additional cookies - when/if a girl needs more cookies they need to let you know how many days in advance.

Participating in the Cookie Program

- In-person/paper order card and virtual/Digital cookie Booth opportunities
- Volunteer opportunities - helping TCM throughout cookie program
- Social media guidelines - girls and families can post online in public groups, but may not post in buy/sell/trade groups or on sites like Craigslist, etc.

COOKIE PROGRAM CHECKLIST



- Confirm that your troop is active, with **two fully screened volunteers**, and all participating girls are registered with GSUSA.
- Submit **Troop Product Program Manager Agreement and Policies form, ACH Authorization and Bank Info form**, financial report and bank statements to info@girlscoutshs.org.
- Download the eBudde App.
- Log into eBudde ASAP and update your contact information, add troop cookie pickup only users and familiarize yourself with the database.
- Verify in eBudde ASAP that all of your troop's registered, participating girls are listed.
- Hold a cookie meeting to collect **Caregiver Permission and Responsibility forms**, hand out girl order cards, and explain deadlines and set expectations.
- Set up your troop's Digital Cookie website once you receive your registration link and ask your girls to do the same.
- Promote Troop-to-Troops, Gift of Caring, and use of Digital Cookie to maximize your orders.
- Sign up for booths or enter troop booths through the eBudde Booth Scheduler.
- Enter your troop's initial cookie and reward orders into eBudde by January 16 at midnight. Select your delivery site.
- Accept delivery of your initial order cookies. Be sure to print out your delivery confirmation and match it to your delivery ticket.
- Sort all product and prepare receipts for each girl before anyone picks up their cookies. This will help you identify any issues. Complete a receipt for each cookie pickup, sign and date it. Give one copy to the Girl Scout and keep one copy.
Be sure to collect signatures from those picking up cookies.
- Place additional cookie orders into eBudde and pick them up at your local cookie cupboards. Add trusted individuals as a Troop Cookie Pickup only user so they can pick up their additional cupboard orders and save you time. Make sure they have downloaded the eBudde App to sign electronically for cookies at the cupboard.
- Prepare for your cookie booths! Get your bling together and a schedule for girls and their families. Review booth rules and etiquette.
- Make sure you have money deposited to meet all ACH sweep dates: February 22 - Half Payment and March 27 - Final Payment. If you don't have the money deposited, submit any **Outstanding Balance forms**, if applicable, through the **ACH Shortage** link to inform the council of any shortage information.
- Allocate all boxes to girls in eBudde for additional pickups, booths, extras, etc. for girl rewards to calculate properly. Don't forget to reassign any cookies from the Troop DOC account.
- Submit your Final Girl Rewards in eBudde.

Need additional eBudde training?

Check out the **Microburst Training videos** in the eBudde Help Center or the **Just-In-Time eBudde Trainings** on page 10 for more helpful tips on how to get the most from your cookie season.

6 STEPS TO SUPPORT HER PATHWAY TO SUCCESS

There's only one way to have a successful Girl Scout Cookie Program, and that's to plan for it! In the remainder of this manual, you'll find everything you need to plan, build, and celebrate a successful program for 2023 — all organized into six simple steps.

GET STARTED

1 GET YOURSELF SET FOR A GREAT SEASON

- Primary Contacts
- Council Contact Information
- Council Cookie Training
- eBudde Training
- Built by Me Cookie Planner
- Cookie Swap Facebook Group
- Girl Scout Badge Portfolio
- Council Cookie Forms
- Volunteer T-Shirt
- Cookie Program Calendar
- Troop & Service Unit Proceeds
- Troop Cookie Finances
- Getting Your Cookies
- Preparing for Delivery
- Cookie Cupboards

2 MEET WITH GIRLS & FAMILIES

- Key Dates
- Family Cookie Meeting
- Girl Scouts Cookie Rookie
- Share Her Cookie Story
- Goal-Setting Activities
- Girl Scouts My Cookie Friend
- Girl Stories
- Cookie Badges & Entrepreneur Pins

OPEN FOR BUSINESS

3 TAP INTO THE POWER OF eBUDDER

- eBudde Mobile
- eBudde Quick Guide
- eBudde Troop Tab Key

4 HELP GIRLS SUCCEED AS COOKIE ENTREPRENEURS

- Volunteer Shareables
- Cookie Resources
- Cookie Rally Guide
- Digital Cookie Platform
- Digital Cookie Days
- Cookie Booths
- eBudde Booth Scheduler
- Cookie Booth Tips
- Cookie Booth Management
- What Should I Expect from the Girls at a Booth
- Think Outside the Booth
- Cookie Donations
- Cookie Participation Options

CELEBRATE

5 RECOGNIZE ACHIEVEMENTS

- Key Dates
- Recognizing Girls
- Send “Thanks”
- Celebrate Achievements
- 2023 Reward Line Up
- C.E.L.E.B. Camp Adventureful
- Custom Crossover Patch
- 2023 Cookie Rocker Patches
- 2023 Cookie Charms

6 NEED-TO-KNOW

- Extra Notes
- Emergency Procedures
- Pro Tips for Cookie Success
- Cookie Program Glossary

1

GET STARTED

GET YOURSELF SET FOR A GREAT SEASON

PRIMARY CONTACTS

Service Unit Volunteer:

Troop Cookie Manager and other volunteers:

Notes:

COUNCIL CONTACT INFORMATION

800.624.4185
info@girlscoutshs.org
Chat online at [girlscoutshs.org](https://www.girlscoutshs.org).

The Girl Scout Cookie Program is led by girls, but getting all the right tools in place starts with you.

We've got tools, resources, trainings, tutorials and helpful info to guide your planning to make this a successful and fun volunteer experience.

Cookie Program Training will prepare volunteers to lead and support girls through the Girl Scout Cookie Program. You'll learn important program guidelines, tips and tricks, and more — everything you need to help girls have a super successful cookie season!

COUNCIL COOKIE TRAININGS

The following Cookie Trainings are available via Zoom for Troop Cookie Managers. Please register to receive the meeting ID and password. If you cannot attend a training, recordings will be uploaded to the [Cookie Resources](#) within 24 hours after the training.

COOKIES 101 - THE BASICS

Thursday, November 17, 6:30 p.m.
[Register here.](#)

COOKIE PROGRAM TRAINING

2 dates available!

Sunday, December 11, 3 p.m.
[Register here.](#)

Tuesday, December 13, 6:30 p.m.
[Register here.](#)

eBUDDY TRAINING

STARTING YOUR SALE

Thursday, January 5, 6:30 p.m.
[Register here.](#)

DIGITAL COOKIES

Tuesday, January 10, 6:30 p.m.
[Register here.](#)

ENTERING GIRL ORDERS/ REWARDS/DELIVERY

Thursday, January 12, 6:30 p.m.
[Register here.](#)

BOOTH SCHEDULER

Tuesday, January 17, 6:30 p.m.
[Register here.](#)

COOKIE DELIVERY

Thursday, January 26, 6:30 p.m.
[Register here.](#)

ALLOCATING COOKIES & DIGITAL COOKIES

Tuesday, February 21, 6:30 p.m.
[Register here.](#)

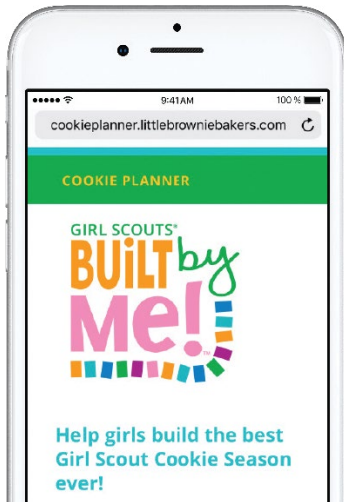
FINALIZING YOUR PROGRAM

Tuesday, March 7, 6:30 p.m.
[Register here.](#)

1

GET STARTED

GET YOURSELF SET FOR A GREAT SEASON



GIRL SCOUTS® BUILT BY ME COOKIE PLANNER

Create a custom plan for the cookie season—online, in just minutes! Choose from a menu of options that fit your group's interests and schedules. It's as simple as taking a short quiz!

What it includes:

- Digital questionnaire
- Customized plan with links to resources

Where you'll find it:

- CookiePlanner.LittleBrownieBakers.com
- CookiePortal.LittleBrownie.com



COOKIE SWAP FACEBOOK GROUP

A place for Girl Scout Cookie volunteers to swap extra cookies, search for needed cookies and to connect with other Girl Scout Cookie volunteers.

Where you'll find it:

- www.facebook.com/groups/GSHSCookieSwap



FOR GIRLS

GIRL SCOUTS' NATIONAL PROGRAM PORTFOLIO

Girls can earn Cookie Business and Financial Literacy badges and Cookie Entrepreneur Family pins for every year they participate in the Girl Scout Cookie Program. Check out the Girl Scout Badge Explorer or search the Volunteer Toolkit (VTK) for badges by grade level. More information is on page 26.

What it includes:

- Badges and pins that girls can earn through participation in the cookie program
- Requirements for earning pins or badges
- Poster

Where you'll find it:

- girlscouts.org/cookiebadges
- girlscouts.org/entrepreneurfamily



VOLUNTEER SHIRT

Match your girls with this Go Bright Ahead shirt! Adult Small - XL \$9 (+\$2 for 2X, 3X)

Due to this being a girl reward, there is a maximum of three volunteer shirts per troop.

ORDER Due Monday, March 20, 2023

COUNCIL COOKIE FORMS

[ACH Authorization and Bank Info](#)

[ACH Shortage](#)

[Caregiver Permission and Responsibility Form](#)

[Girl Balance Sheet](#)

[Girl Initial Order Summary](#)

[Girl Scout Cookie/Council-Sponsored Product Sale: Safety Activity Checkpoints](#)

[Goal Getter Order Card](#)

[Outstanding Balance Form](#)



[Product Program Proceeds Standards](#)

[Troop Cookie Program Evaluation](#)

[Troop Product Program Manager Agreement and Policies](#)

[Troop Volunteer T-shirt Order Form](#)

DECEMBER 2022



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7	8 eBuddy Volunteer Access	9	10 Digital Cookie Volunteer Access
11 Digital Cookie Caregiver Access Troop Cookie Program Training at 3 p.m. Register here.	12	13 Troop Cookie Program Training at 6:30 p.m. Register here.	14 Girl Scout Cookie Program Starts with Digital Cookie Orders 	15	16	17 Digital Cookie Day 
18	19	20	21	22	23	24
25	26 Girls Start In-Person Orders	27	28 Early Digital Cookie Setup Reward Deadline <i>Girls receive a special patch if they set up & publish their Digital Cookie accounts by today.</i>	29	30	31



JANUARY 2023

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5 Troop eBudde Webinar: Starting Your Sale & Q&A at 6:30 p.m. Register here.	6	7 Digital Cookie Day 
8	9	10 Troop eBudde Webinar: Digital Cookies & Q&A at 6:30 p.m. Register here.	11	12 Troop Required Forms Due to Council* Troop eBudde Webinar: eBudde Entering Orders & Q&A at 6:30 p.m. Register here.	13 eBudde Booth Scheduler Open to View Girls Submit Initial Orders to Troops	14
15	16 Troops Submit Initial Cookie & Rewards in eBudde - Locked out at Midnight	17 Fall Product PGA Reward Booth Site Picks due to Council by 10 a.m. Troop eBudde Webinar: Booth Schedule & Q&A at 6:30 p.m. Register here.	18	19 eBudde Booth Scheduler Round 1 Jan. 19 at 7 p.m. through Jan. 21 at 11:59 a.m.	20	21 eBudde Booth Scheduler Round 2 Jan. 21 at 12 p.m. through Jan. 23 at 9:59 a.m.
22	23 eBudde Booth Scheduler Round 3 Jan. 23 at 10 a.m. through Jan. 25 at 5:59 a.m.	24	25 eBudde Booth Scheduler Round 4 Jan. 25 at 6 a.m. through Jan. 27 at 12:59 p.m.	26 Troop eBudde Webinar - Cookie Delivery & Q&A at 6:30 p.m. Register here.	27 eBudde Booth Scheduler Round 5 Jan. 27 at 1 p.m. through Jan. 29 at 8:59 p.m.	28 Digital Cookie Day 
29 eBudde Booth Scheduler Round 6 Jan. 29 at 9 p.m. through Jan. 31 at 9:59 p.m.	30 Troops Print Delivery Confirmation Large Order Memphis Area Count-N-Go	31 Large Order Memphis Area Count-N-Go eBudde Booth Scheduler Round 7 Jan. 31 at 10 p.m. through Feb. 2 at 10:59 a.m.	<p>*** DUE JANUARY 12th ***</p> <p>Forms due to council are: Troop Product Program Manager Agreement and Policies, ACH Authorization and Bank Info, and financial report and bank statements. If financial reports and bank statements were not submitted through the VTK by September 30, 2022, contact Customer Care at info@girlscoutshs.org.</p>			

FEBRUARY 2023

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 Large Order Memphis Area Count-N-Go	2 Large Order Memphis Area Count-N-Go eBudde Booth Scheduler Round 8 Feb. 2 at 11 a.m. through Feb. 4 at 11:59 a.m.	3 Memphis Area Count-N-Go	4 Memphis Area Count-N-Go Jackson Area Count-N-Go eBudde Booth Scheduler Round 9 Feb. 4 at 12 p.m. through Feb. 6 at 8:59 a.m.
5	6 eBudde Booth Scheduler Round 10 Feb. 6 at 9 a.m. through Feb. 8 at 9:59 p.m. Service Unit Cookie and Cupboard Deliveries	7 Service Unit Cookie and Cupboard Deliveries	8 Service Unit Cookie and Cupboard Deliveries eBudde Booth Scheduler Open Round Feb. 8 at 10 p.m. through End of Program	9 Service Unit Cookie and Cupboard Deliveries	10 Booths Begin Cookie Booth Weekend #1	11 Cookie Booth Weekend #1
12 Cookie Booth Weekend #1	13	14	15	16	17 Cookie Booth Weekend #2 Girls Submit 1/2 Payment to Troops  Cookie Finder Troop Digital Cookie links open	18 Cookie Booth Weekend #2
19 Cookie Booth Weekend #2 	20 Troop ACH Shortage Info Link	21 Troop eBudde Webinar: Allocating Cookies & Q&A at 6:30 p.m. Register here.	22 Troop ACH 1/2 Payment from Troop Bank Accounts	23	24 Cookie Booth Weekend #3	25 Cookie Booth Weekend #3
26 Cookie Booth Weekend #3	27	28				

MARCH 2023

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
					Cookie Booth Weekend #4	Cookie Booth Weekend #4
5	6	7	8	9	10	11
Cookie Booth Weekend #4		Digital Cookie Girl Delivery Option Ends Troop eBudde Webinar: Finalizing Your Sale & Q&A at 6:30 p.m. Register here.			Cookie Booth Weekend #5	Cookie Booth Weekend #5
12	13	14	15	16	17	18
Cookie Booth Weekend #5 Last day for Digital Cookie Orders Cookie Finder Troop Digital Cookie Links Close	Girls Submit Cookie Balance to Troop			Troops Submit Rewards Order in eBudde - Troops Locked out of eBudde at Midnight Troops must have cookie balance deposited into troop bank account		
19	20	21	22	23		
	Volunteer T-Shirt Order Deadline to Council		Troop ACH Shortage Info and Outstanding Balance Forms due to council. All info must be submitted through the ACH shortage link.	← After 3/22 if no outstanding balance forms are submitted, the TCM will be responsible for payments of outstanding debts owed by caregivers.		
26	27	28	29	30	31	
	Troop ACH Final Payment from Troop Bank Accounts				Troop Cookie Program Evaluation due to council.	

EARLY MAY

Rewards begin shipping to Service Unit Cookie Coordinators

MID-MAY

Service Unit disperses rewards to Troops

LATE JULY

Super Troop Proceeds Paid via ACH

FRIDAY, SEPTEMBER 8

Passport Bucks Expire



C.E.L.E.B. CAMP ADVENTUREFUL

June 10: Grades K-1
June 11-13: Grades 2-6
June 15-17: Grades 7-12

1

GET STARTED

GET YOURSELF SET FOR A GREAT SEASON

TROOP PROCEEDS

Troop proceeds are based on the Per Girl Average, which is the average number of boxes participating girls sell in your troop.

How to determine Troop Per Girl Average (PGA):

Divide the number of boxes sold by the number of girls participating in cookies for your troop.

Example: 1,200 boxes sold ÷ 10 girls participating = 120 PGA

eBudde will automatically calculate your PGA on the Sales Report tab.

These rules apply to the Extra Proceeds Option (EPO) or Opt-Out option:

- Girls within troops choosing the EPO will only earn patches or charms (initial and additional orders.) For each girl that reaches the 850+ box level, she will then begin accumulating rewards at each level she obtains thereafter.
- EPO troops can earn patches or charms offered at all Troop PGA rewards levels.
- The troop must be registered with the council as a Cadette, Senior or Ambassador troop.
- The choice made is for the entire troop. GIRLS, not adults, must make the troop's choice.
- EPO option MUST be marked in eBudde on the settings tab PRIOR to entering girls' initial orders. No changes will be made after initial order is submitted.

*Super Troop proceeds will be paid to troops in July via ACH after qualifications have been met. View [Super Troop qualifications](#).

OPTION A WITH REWARDS

Daisy, Brownie and Junior troops MUST take this option.

PGA	PROCEEDS PER CASE
1-199	\$8.40
200-399	\$9
400+	\$9.60
Super Troop	Additional \$.60

OPTION B

EXTRA PROCEEDS OPTION (EPO)

Cadette, Senior and Ambassador troops may choose Option A or Option B.

PGA	PROCEEDS PER CASE
1-199	\$9.24
200-399	\$9.84
400+	\$10.44
Super Troop	Additional \$.60*



SERVICE UNIT PROCEEDS

Service Units have the potential to receive a total of \$0.05 per box ordered within their SU if they have no outstanding debts.

SERVICE UNIT (SU) PROCEEDS	
\$.03	Service Unit Proceeds
+.01	5% SU Initial Order Increase & No Debt
+.01	3% SU Final Total Increase & No Debt
\$.05	Potential Service Unit Proceeds

The council does not encourage troops to cover a caregiver's debt to ensure the proceeds bonus for the Service Unit. If a troop remits payment for a caregiver's outstanding balance, then the troop is responsible for collection of this debt.

NOTE:

Service Unit proceeds will be held until all unregistered girls participating in the Cookie Program are registered for the current membership year, all troops have at least two fully screened and approved volunteers, and Service Unit ACH form, budget, financial report and bank statements are submitted.

1

GET STARTED

GET YOURSELF SET FOR A GREAT SEASON

TROOP COOKIE FINANCES

AUTOMATED CLEARING HOUSE (ACH)

Girl Scout troops must have an active troop bank account to participate in council product programs, and are required to have an [ACH Authorization and Bank Info form](#) with a voided check or bank letter attached from the troop account.

All ACH authorization forms must be submitted to the council by January 12, 2023 for the Cookie Program.

GSHS will complete two (2) drafts for Cookies from troop accounts.

Troops are required to have funds available in their troop account according to the deadlines below:

HALF PAYMENT FEBRUARY 22, 2023

- ACH 1/2 payment amount will be listed on the Sales Report tab in eBudde. A reminder email will be sent prior to the ACH pull date.
- Cookie Managers can view amount due by clicking on the Sales Tab Report in eBudde. The half payment amount will be displayed in the left-side Cookie section of the Sales Report.
- Digital Cookie payments will be deducted from the balance due.
- Payment shortage information should be submitted through the [ACH Shortage Info](#) link no later than FEBRUARY 20, 2023 by 5 PM.
- Please note that transactions can take between 24 to 48 hours to show on the troop bank account.
- **NO PROCEEDS ARE DEDUCTED FROM 1/2 PAYMENT AMOUNT DUE.**

FINAL PAYMENT MARCH 27, 2023

- Cookie Managers can view amount due by clicking on the Sales Tab Report in eBudde. The final payment will be listed at the bottom of the report, listed as Amount You Owe Council. The total due is minus the Half Payment ACH draft, and troop proceeds.
- Digital Cookie payments will be deducted from the balance due.
- An email will go out as a reminder to troops to look for the bank transaction.
- Payment shortage information should be submitted through the [ACH Shortage Info](#) link no later than MARCH 22, 2023 by 5 PM.
- Troop final payment will be deducted from troop's bank account on MARCH 27, 2023.

Prior to the Final Payment ACH, troops should collect all money for cookie orders and booths and deposit it into the troop's bank account.

If a troop will not have the full payment available in their troop bank account for either draft, a troop volunteer must submit information through the [ACH Shortage Info](#) link prior to each deadline outlined above.

Shortage information should include the following: amount short for draft, amount available for draft, if caregiver or troop debt, reason for shortage, and [Outstanding Balance forms](#) along with proper documentation for caregiver debt.

Troops that do not make GSHS aware of account shortages by the deadlines will be responsible for any and all insufficient fund fees associated with the transaction. Troops that disregard the first ACH draft will not receive additional cookies from cupboards.

Once the drafts are complete and confirmed by the bank, payments will be uploaded in eBudde and will appear on each troop's Payments Tab. Payments will also be recorded on the Sales Report in eBudde. Should a troop have an overpayment, the overpayment amount will be electronically deposited in the account provided at the end of the program.

It is at the Troop Cookie Manager/Leader's discretion whether the troop will accept personal checks or not. If they choose to do so, those checks will be deposited into the troop account and the troop will be responsible for collecting on any checks that are returned for insufficient funds, closed account, etc.

RECEIPTS!

Receipts are to be used for ALL transactions (both product and money). It is imperative that you use receipt books, and keep all copies of receipts until after the Cookie Program.

Make sure signatures are obtained from both parties when ANY type of exchange occurs, whether it is product or money. If there are discrepancies, the paperwork will verify the transaction in question.

For product transfers between troops, you may indicate a receipt number. Please keep it simple (i.e. "to Troop 10819", or the date of the transaction) and easy to distinguish between each transfer.

Council, service unit and troops can reserve the right to require payment up front for product. See Product Program Policies and Standards for more information.

GET STARTED

1

GET YOURSELF SET FOR A GREAT SEASON

TROOP COOKIE FINANCES *continued*

CONTACTLESS PAYMENT

Use the contactless payment option through the Digital Cookie Mobile App. You can scan a customer's card with your phone camera to capture their payment information securely into the Digital Cookie Mobile App without ever touching their card.

TROUBLE COLLECTING

If a troop is unable to collect money from a caregiver, the Troop Cookie Manager should keep a record of all contacts attempting a resolution and contact the Service Unit Cookie Coordinator. If further assistance becomes necessary, the Troop Cookie Manager must complete an [Outstanding Balance Form](#) by March 22, 2023 and attach a signed [Caregiver Permission and Responsibility form](#), receipts and all documentation of correspondence and amount due and submit it through the [ACH Shortage](#) info link. Troops should never assume caregiver debt.

Girl Scout caregivers granting permission for their girl to participate, and volunteers handling funds, are accountable for forwarding payment for products to the troop and to the council.

Girl Scouts Heart of the South reserves the right to use available alternatives to ensure proper collection of funds. Following contact by council representatives regarding overdue funds, the account will be turned over to a collection agency or the courts for action.

EXTENUATING CIRCUMSTANCES

In case of theft documented by a police report we would expect the loss to be covered by personal insurance. If so, additional time will be allowed to collect from the insurance company. If not covered by insurance and not documented, payment in full is expected by the due date; however, payment arrangements can be made. The Troop Cookie Manager should contact the Service Unit Cookie Coordinator for further information or assistance.

HANDLING A PROBLEM

When you become aware of a potential problem in a troop, contact your Service Unit Cookie Coordinator to document the problem. Circumstances that may require additional time or special arrangements will be handled on a case-by-case basis. These may include serious illness or death in family, fire, theft and auto accidents.

PICKING UP COOKIES

If a caregiver/girl fails to pick up product in a timely manner, **DO NOT WAIT** to notify your Service Unit Cookie Coordinator or the council. If you wait until the end of the program, it is much more difficult to find someone that needs the product and it is most likely too late for anyone to help.

- Have other girls in the troop help with the product (booth and additional orders, door to door, etc.). Be sure to transfer product in eBudde to the appropriate girl for her to receive credit.
- Contact other troops in your area to see if they need extra product.

- Go to the GSHS Cookie Swap Facebook page, www.facebook.com/groups/GSHSCookieSwap and post a message in case another troop needs the inventory.

If product remains at the end of the program, complete an [Outstanding Balance Form](#) on the caregiver and submit it, along with all documentation through the [ACH Shortage Info](#) link.

OVER-ORDER OF COOKIES DO NOT WAIT!

If you have over-ordered product, notify your Service Unit Cookie Coordinator or the council immediately. If you wait until the end of the program, it is much more difficult to find someone that needs the product and it is most likely too late for anyone to help.

- Encourage your girls to set a higher goal (booth and additional orders, door to door, etc.).
- Set up additional booths. Troops can even set up booths after the "end date" of the program (with the permission of the store managers).
- Notify cupboards in your area of your extra product.
- Contact other troops in your area to see if they need extra product or would be willing to swap inventory.
- Go to the www.facebook.com/groups/GSHSCookieSwap and post a message in case another troop needs that inventory.

MONEY MONDAYS

Troops can have a lot of cash floating with their girls' caregivers. TCMs are financially responsible for all cookie money. Protect yourself and your troop's financial integrity. Set the expectation to collect money from girls/caregivers every Monday. Don't forget to write receipts and get signatures! After a weekend of booths, work together to get that money into the bank account and safeguard it. Do not let cash linger without collecting and depositing it promptly and frequently.



GET STARTED

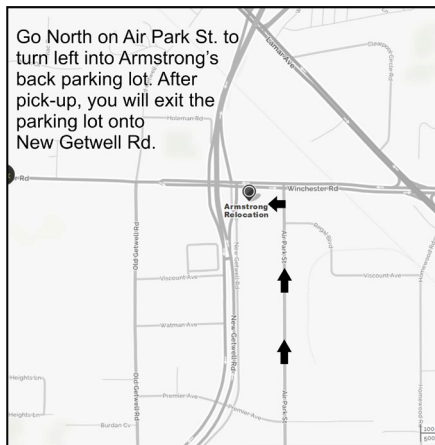
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GET YOURSELF SET FOR A GREAT SEASON

GETTING YOUR COOKIES

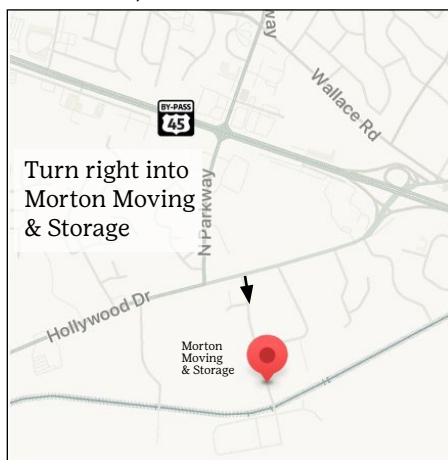
MEMPHIS LOCATION FEBRUARY 3-4

Armstrong Relocation
3927 Winchester Rd.
Memphis, TN 38118



JACKSON LOCATION FEBRUARY 4

Morton Moving & Storage
115 Miller Avenue
Jackson, TN 38305



SELECT DELIVERY INFORMATION IN eBUDE:

- After submitting the Troop Initial Cookie order in eBudde, Troops will be reminded to go to the Delivery tab to select their delivery date and time.
- Go to the Delivery tab and choose the Count-N-Go delivery date desired from the drop down menu.
- Then click on the desired time slot.
- Available slots will be white; unavailable slots will be gray.
- If troops are attempting to sign up for time slots and there are no available spots, contact info@girlscoutshs.org or 800.624.4185.
- **Troops that have over 200 cases** in their initial order will be required to select two or more simultaneous time slots.
- **Troops that have over 400 cases** in their initial order will be required to select multiple simultaneous time slots, and given the opportunity to select an earlier pick up time between Monday-Thursday. Council will contact eligible troops after they have entered their order, and selected their pick up slots. The council will update eBudde with the new pick up information.
- Click the “Submit my Info” button at the top left. The delivery information will not be saved unless it is submitted.
- Prior to their pick-up date (but after 1/30/23), troops will need to print the delivery confirmation from the delivery tab in eBudde to take with them to delivery. This will recap the order in cases, by variety, delivery date/time and also tell an estimate of how many vehicles to bring.

If combining multiple troop orders for pickup (no more than three troops at one time), follow these instructions:

- Submit cookie order for Troop A on the initial order tab. On the delivery tab, select “Some other troop (or my SU)” and submit.
- Submit cookie order for Troop B on the initial order tab. On the delivery tab, select “Some other troop (or my SU)” and submit.
- On Troop C, submit cookie order on the initial order tab. On the delivery tab, select “Someone from my troop”. When asked if you will be picking up for more than one troop, select “yes” and enter the troop numbers into the fields provided. This will combine all troop orders for a total pickup case count.
- Choose the Count-N-Go delivery date desired from the drop down menu.
- Then click on the desired time slot and submit.

GET STARTED

1

GET YOURSELF SET FOR A GREAT SEASON

GETTING YOUR COOKIES *continued*

COUNT-N-GO DAY OF PROCESS:

1. Count-N-Go is for troop initial orders only, not individual girls.
2. Troops need to bring or have access to their Troop Delivery Confirmation that includes a unique Troop Code and phone number for pick-up. These are available to print beginning January 30, 2023.
3. Troops will need to arrive at their scheduled time with all vehicles needed for pick-up. Troops will not be allowed to begin pick-up process until all vehicles have arrived at the site and are lined up together. Council staff will be stationed outside the site entrance to help facilitate this process and will direct your party to the Check-In station when your group is all present and ready.
4. Troops will stop at the Check-In station to receive further instructions.
5. One troop member will text their Troop Code from the Delivery Confirmation to 225.398.3281. They will receive a confirmation back stating they have been checked in.
6. At the Check-In station, troops will receive their initial order rewards.
7. They will then be directed to a pick-up line.
8. A council representative will follow them through the pick-up process and assist with counting.
10. Cookies will be set up in an “assembly line” style with one or two varieties of cookies at each station. Troops will count the cases as they are being loaded by variety into their vehicles. Cars will move through the line to receive all cases ordered of each variety at each station.
11. Once all cookies are loaded, the council representative will release the cookies in eBudde to the troop.
12. The troop will receive a text stating their cookies have been released. To confirm their pickup respond via text with **1** and

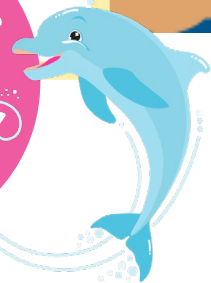
for additional help respond back with **2**.

- If they replied with a **1** to confirm pick up, this will also trigger a confirmation email to the troop.
- If they replied with a **2**, they will stay with their council representative to discuss issues with their count. There will be a recount station if quantities are questioned. Troops will need to move out of the line, unload, count and reload their own cookies.

COUNT-N-GO DAY OF TIPS:

- Girl orders are not separated into individual vehicles.
- Have all vehicles cleaned out with minimal passengers.
- Delivery agents will be loading the cookies. You do not need extra people to do this.
- Pay close attention during the loading process. The loaders load fast. Be aware of what is being loaded into your vehicle and make sure you get an accurate count before moving to the next station.
- For orders requiring multiple vehicles:

NO BOOTHS UNTIL FEBRUARY 10TH



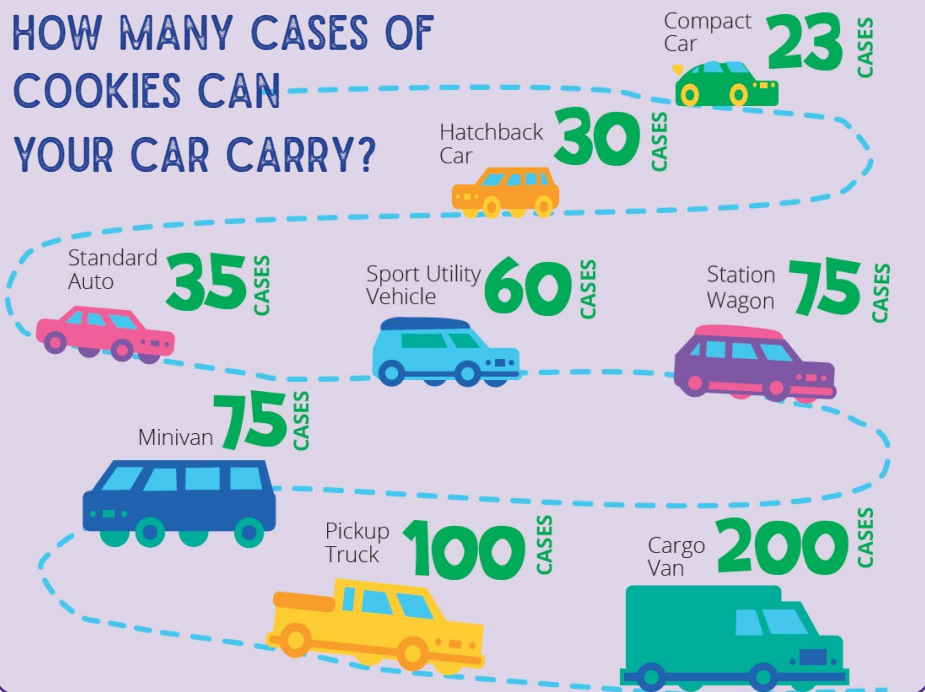
- + Have all vehicles needed for pick up arrive together.
- + Bring an extra person to be the designated “counter” so they do not have to get in and out of the vehicle as they are moving in the line.
- + The first vehicle will be filled to capacity before loading any subsequent vehicles.

SERVICE UNIT DELIVERY

Your Service Unit Cookie Coordinator will contact you to pick up the troop/girls' cookie orders between February 6-9 and rewards in May.

- Bring a copy of your Delivery Confirmation when picking up product.
- Count and recount the items before signing for them.
- When dispersing items to girls, have each caregiver count and sign for their orders.

HOW MANY CASES OF COOKIES CAN YOUR CAR CARRY?



GET STARTED

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GET YOURSELF SET FOR A GREAT SEASON

PREPARING FOR DELIVERY

1 BEFORE DELIVERY

- Make sure your Troop forms have been submitted ([Troop Product Program Manager Agreement](#), [ACH Authorization and Bank Info form](#), and [MY22 Financial Report and Bank Statements](#)).
- Recruit caregivers as soon as you know the dates.
- Choose the right Cookies Cars - based on cases ordered. Don't bring too many to avoid car clogs in delivery queue.
- Bring no children please!

2 PICKING UP YOUR TROOP'S ORDER

- Arrive at your designated time and location. Be on time! Success is based on staggered arrival.
- Count cookies as you load: Slow down the pace if need be, to ensure accuracy.
- Verify count and sign for cookies: Once you leave, shortages are troops' responsibility.
- Promptly report all shortages and overages: Report issues to SUCC/Council within 36 hours. We will try to correct, but there are no guarantees.

3 AFTER PICKING UP YOUR TROOP'S ORDER

- Recount (and report if necessary): Count cookies to make sure all are out of your vehicle. If numbers are off, report the problem immediately!
- Sort: Sort by girls' orders. Count the extras. All troop initial orders are rounded to solid cases. Any extra should match the extras in the order to cover booth and surplus. If quantities don't match, recheck girls' orders.
- Store: Put cookies in a clean, dry location. Troop is responsible for any damages after delivery.
- Pick up reminder: Notify girls/caregivers to pick up their cookies. Ensure they have the address and correct time.

4 WHEN GIRLS/CAREGIVERS PICK UP

- Meet with caregivers individually. Group pickups can become confusing and unorganized.
- Prepare Receipt or [Girl Balance Sheet](#) for each girl.
- Caregivers should count, verify, and sign: Have caregivers count and verify number matches order in eBudde. Caregivers sign receipt verifying cookies were received. If possible, use extra cookies to fill orders from Goal Getter forms. Don't forget to get signed receipts for additional cookies.
- Remind caregivers when money is due: Use ACH schedule for collection.
- Additional cookies: Record additional packages on [Girl Balance Sheet](#). Be sure additional orders are posted on eBudde by girl for proper credit.

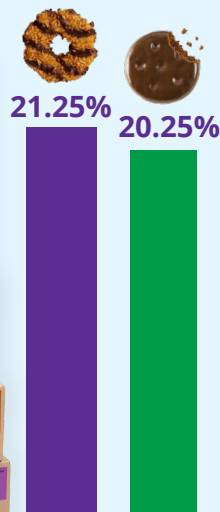
HELPFUL INFO

You need to know:

- Troops are responsible for counting and verifying the total number of cases
- When in doubt, recount
- Wait until you're sure about your case count to sign the receipt

This is your smooth pickup day

- Know exactly how many cases you ordered of each variety
- Arrive at your scheduled pickup time
- Make sure you have enough vehicles to load your order (see chart)
- Line up your vehicles at the same time
- Check in and receive your pickup ticket
- Give your pickup ticket to the loader and count cases as they're loaded in
- Sign for your order and take your receipt



RESTOCK THROUGHOUT THE SEASON

- Ordering packages for booths isn't an exact science, but here are average order percentages per cookie variety, so you can get an idea of how many you should order.
- These are overall council percentages and will vary depending on your area.

GET STARTED

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GET YOURSELF SET FOR A GREAT SEASON

COOKIE CUPBOARDS

Additional cases of cookies for booths and in-person orders will be available through council Cookie Cupboards beginning February 6 through March 12.

Each cupboard sets its own hours of operation. A list of cupboard locations, contact information, and hours of operation will be provided by email prior to cookie delivery and will be available at the [cookie page on our website](#) and the [Cookie Resources](#).

Please, remember, that just like you, our Cookie Cupboard Managers are volunteers. Their time and private lives are just as valuable as yours. Be respectful of their hours of operations and strictly adhere to them.

Cases from the cupboards can be mixed varieties equaling 12 boxes. Please be specific regarding boxes or cases when placing orders with the cupboards.

PLACE CUPBOARD ORDERS ON eBUDDE

Place cupboard orders for pick-up at your local cupboard through using eBudde or the eBudde app.

Use the Transactions tab on eBudde to enter your order at a specific cupboard. That order will then show as “pending” on the troop and cupboard Transactions tab. Once the order has been picked-up, the cupboard manager will verify the number of cookies picked up and remove the “pending” status from the order. This will then lock the transaction.

BOXES/CASES OF COOKIES CANNOT BE RETURNED AT ANY POINT OF THE PROGRAM.

Troop leaders, troop cookie managers, or other authorized representative, will sign electronically through the eBudde app or sign a QB Receipt acknowledging the financial responsibility for cookies picked up from cupboards.

Cookie cupboard pick-ups will be added to the troop’s total on eBudde and payment in full will be expected for all cookies picked up along with the troop final ACH draft.

ORDER & PICK UP YOUR COOKIES FROM THE SAME LOCATION

Please do not place your order with one cupboard location and pick up from a different cupboard. Each cupboard is stocked individually, based on the orders placed for that week.

Please do not place your order with multiple cupboard locations. This hinders our ability to properly manage cupboard inventory and causes over-ordering.

Pending orders that have not been picked up within 5 days of order placements or 2 days within pick up date will be removed from eBudde.

TO ENSURE AVAILABILITY OF COOKIES AT YOUR COOKIE CUPBOARD, please place your cupboard orders in advance. If you do not place your order by the below dates, we cannot guarantee the availability of all cookie varieties.

COOKIE BOOTH WEEKEND 1

February 10 – 12
Place Order By: February 6 at 9 a.m.

COOKIE BOOTH WEEKEND 2

February 17 – 19
Place Order By: February 13 at 9 a.m.

COOKIE BOOTH WEEKEND 3

February 24 – 26
Place Order By: February 20 at 9 a.m.

COOKIE BOOTH WEEKEND 4

March 3 – 5
Place Order By: February 27 at 9 a.m.

COOKIE BOOTH WEEKEND 5

March 10 – 12
Place Order By: March 6 at 9 a.m.



2

GET STARTED

MEET WITH GIRLS & FAMILIES

KEY DATES

TROOP MEETING:

FAMILY MEETING:

SUNDAY, DECEMBER 11

Digital Cookie – Caregiver Access Date

WEDNESDAY, DECEMBER 14

Girls begin taking orders via Digital Cookies Only

SATURDAY, DECEMBER 17

Digital Day #1

MONDAY, DECEMBER 26

Girls begin taking orders in person

WEDNESDAY, DECEMBER 28

Early Digital Cookie Setup Reward Deadline

SATURDAY, JANUARY 7

Digital Day #2

FRIDAY, JANUARY 13

Girls Submit Initial Orders to Troops

SATURDAY, JANUARY 28

Digital Day #3

MON. JAN. 30-THURS, FEB. 9

Troop Cookie Delivery

FRIDAY, FEBRUARY 10

Booths Begin

FRIDAY, FEBRUARY 17*

Girls submit 1/2 Payment to Troops

FRI-SUN, FEBRUARY 17-19

National Girl Scout Cookie Weekend

TUESDAY, MARCH 7

DOC “Girl Delivery” Option Ends

SUNDAY, MARCH 12

Booths End

SUNDAY, MARCH 12

Last Day for Digital Cookie Orders

MONDAY, MARCH 13

Girls submit cookie balance to Troop

FRIDAY, SEPTEMBER 8

Passport Bucks Expire

**Individual troops may provide alternate dates.*



Girls with big goals might want to follow up on their family meeting with a Cookie House Party, and you can provide a blueprint for this fun event that gives girls an opportunity to take orders by the case.

When families understand the importance of the Girl Scout Cookie Program, they give it their full support and help girls do everything it takes to be successful. As a volunteer, you play a key role in helping families understand the importance of the cookie program.

Before the cookie season begins, you can help girls plan a family meeting that introduces their caregivers to the program. When planning your family meeting in-person or virtually here are some key areas to cover.

HELPFUL INFO

GAIN THE SUPPORT OF FAMILIES EARLY ON



Host a short meeting in-person or virtually with families so girls can kick off the year with their families. At the meeting, adults can complete [Caregiver Permission and Responsibility forms](#) and sign up to help. This is a great time to go over health and safety guidelines.

2

GET STARTED

MEET WITH GIRLS & FAMILIES

FAMILY COOKIE MEETING

REMINDE EVERYONE THIS IS FOR THE GIRLS

The Girl Scout Cookie Program can keep you busy and it's easy to lose sight of what's important. A great way to keep things focused and positive is to put taking cookie orders in the context of something bigger and more important.

MATERIAL, DATES AND DEADLINES

Pass out the Family Cookie Guide, Goal-Getter Cards, money envelopes and your contact information.

COMPLETE TROOP PAPERWORK

This is a great time for you to review the council's [Caregiver Permission and Responsibility Form](#) and have caregivers sign it. *Girls cannot participate without signed forms.*

ASK FOR HELP

If everyone pitches in, the smoother the program will go. Ask for volunteers to help count and sort cookies when they arrive, commit to working a cookie booth, or passing out rewards when they come.

REVIEW THE RULES

Troops and caregivers are financially responsible for all cookies they receive.

GIRL SCOUT COOKIES CANNOT BE RETURNED TO THE COUNCIL ONCE SIGNED FOR.

Advise caregivers of this policy and plan troop orders accordingly. Troops can always get more cookies from their local Cookie Cupboard.

HOW THE COOKIE CRUMBLES



With 100% of cookie proceeds staying local, talk with caregivers about how every box of cookies benefits girls.

GIRL SCOUT COOKIES \$5

- Cost of Cookies: \$1.13
- Girl Program: \$1.07
- Membership Support: \$1.03
- Girl, Troop, Service Unit Rewards: \$.91
- General Management: \$.53
- Property Management: \$.32
- Bad Debt: \$.01

ROLL OUT THE REWARDS

The 2023 rewards are awesome! Show the caregivers and girls the rewards and explain:

- Reward levels and how they're cumulative
- Per Girl Average (PGA) and what it means
- Extra Proceeds Option/Opt out
- Plans for Troop Proceeds

HAVE GIRLS SET THEIR GOAL

Are they aiming for the large plush? To beat their last year goal? The Apple Watch or an American Girl Doll? Whatever it is, have them write it down and map out a plan on how they'll achieve it.

DISCUSS SAFETY & PARTICIPATION

Discuss with caregivers their level of comfort in how they plan to participate.

If your troop and families will be participating in person, such as booths, discuss the [Safety Activity Checkpoints](#). Families who are not comfortable with in-person order

taking can still give their girl a great cookie experience by participating through Digital Cookies, and contactless deliveries like porch drop-offs.

TALK ABOUT THE MONEY

- **Receipts, Receipts, Receipts** - for ALL transactions, both money and product. Write receipts when caregivers receive cookies, and when they submit money.
- Keep receipts until program is over in case of a mistake.
- Give a firm deadline for 1/2 cookie payment and final payment leaving you enough time to deposit the money. ACH Half Payment is on February 22, 2022 and the Final Payment is taken on March 27, 2022. Explain [Outstanding Balance Forms](#). All unpaid debts should be submitted to the council.

2

GET STARTED

MEET WITH GIRLS & FAMILIES

COOKIE RESOURCES & TIPS FOR GIRLS

For Girl Scout Cookie™ entrepreneurs, getting set for business means learning how to think like an entrepreneur. Motivate and inspire girls of all levels to do just that with fun learning activities from the Cookie Business Badges. As girls take their learning home, the Cookie Entrepreneur Family Pin encourages the whole family to get involved and offer support.



FOR YOUNGER GIRLS

GIRL SCOUTS® COOKIE ROOKIE

Use this resource to help young girls learn about setting goals, get to know different cookies, gain confidence, learn how to speak to customers, and more.

What it includes:

- Fun video
- Volunteer guide

Where you'll find it:

- LittleBrownieBakers.com, Girls section



SHARE HER COOKIE STORY

Encourage girls in your troop to share their inspiring Girl Scout Cookie™ stories with the world for a chance to be featured on Girl Scouts' "Think Outside the Cookie Box" gallery, the Girl Scout blog, Facebook, Twitter, Instagram and more.

What it includes:

- Online form to submit her cookie story

Where you'll find it:

- girlscouts.org/powerbycookies

GOAL-SETTING ACTIVITIES

Teach girls everything they need to know about reaching high goals, while having loads of fun.



These downloadable crafts can be done together or individually—online or in-person—to help girls track their progress through the season.

What it includes:

- Quick, inspiring ideas for making the most of Girl Scout Cookie Season

Where you'll find it:

- LittleBrownieBakers.com, Volunteers section



GIRL SCOUTS® MY COOKIE FRIEND

Girls love earning the newest mascot plush! Pump up the excitement by encouraging girls to explore our mascot's official website. We designed it to be educational and inspirational!

What it includes:

- Fun facts
- Games
- Videos
- Activities & crafts



Where you'll find it:

- MyCookieFriend.com

FOR GIRLS AND FAMILIES

GIRL STORIES

Get everyone inspired with stories of girls who are leading boldly as cookie entrepreneurs and shining brightly as a result.



These resources were originally designed for in-person use, but can also work with digital tools. Consult your council for approved video-conferencing platforms.

What it includes:

- Video and editorial profiles of girls who have improved their communities and gone on fun adventures with their cookie earnings.

Where you'll find it:

- LittleBrownieBakers.com, Girls, Teens and Videos sections

COOKIE ENTREPRENEUR FAMILY PIN COLLECTION

Encourage families to support girls as they learn to think like entrepreneurs and run their own cookie businesses. Girls can earn all 13 pins in the collection—one unique pin for every year they participate.

What it includes:

- Activity sheets to help girls at all levels
- Tips for families

Where you'll find it:

- girlscouts.org/entrepreneurfamily



2

GET STARTED

MEET WITH GIRLS & FAMILIES

COOKIE BADGES & ENTREPRENEUR PINS

COOKIE SEASON IS MORE FUN WITH FAMILY.

Bring the whole family together for tons of fun and learning with our Girl Scout Cookie Program pin and badge collections!

The new Cookie Business badges are the best way for girls to develop business skills and learn to think like entrepreneurs as they run their own business. Earning a Cookie Business badge gives girls a chance to reach new heights and unleash their potential as they work together with their troop to achieve team goals.

Each Girl Scout grade level has its own set of requirements to help families guide their Girl Scout as she runs her own cookie business year after year. Girls can earn all 13 pins in the collection – one unique pin for every year they participate!

COOKIE ENTREPRENEUR Family

LEARN MORE ABOUT THE COOKIE ENTREPRENEUR PINS!



	Cookie Business	Financial Literacy	Cookie Entrepreneur Family	Entrepreneur
Daisy				
Brownie				
Junior				
Cadette				
Senior				
Ambassador				

3

OPEN FOR BUSINESS

TAP IN TO THE POWER OF eBUDDIE



The Girl Scout Cookie Program® is backed by a whole network of support — one that goes beyond the incredible service of council leaders and volunteers like you. Working behind the scenes is eBudde, the digital command center for your Girl Scout Cookie Season. Easily accessible via a mobile app for volunteers at the service unit and troop levels, eBudde is friendlier than ever!



eBUDDIE™ MOBILE

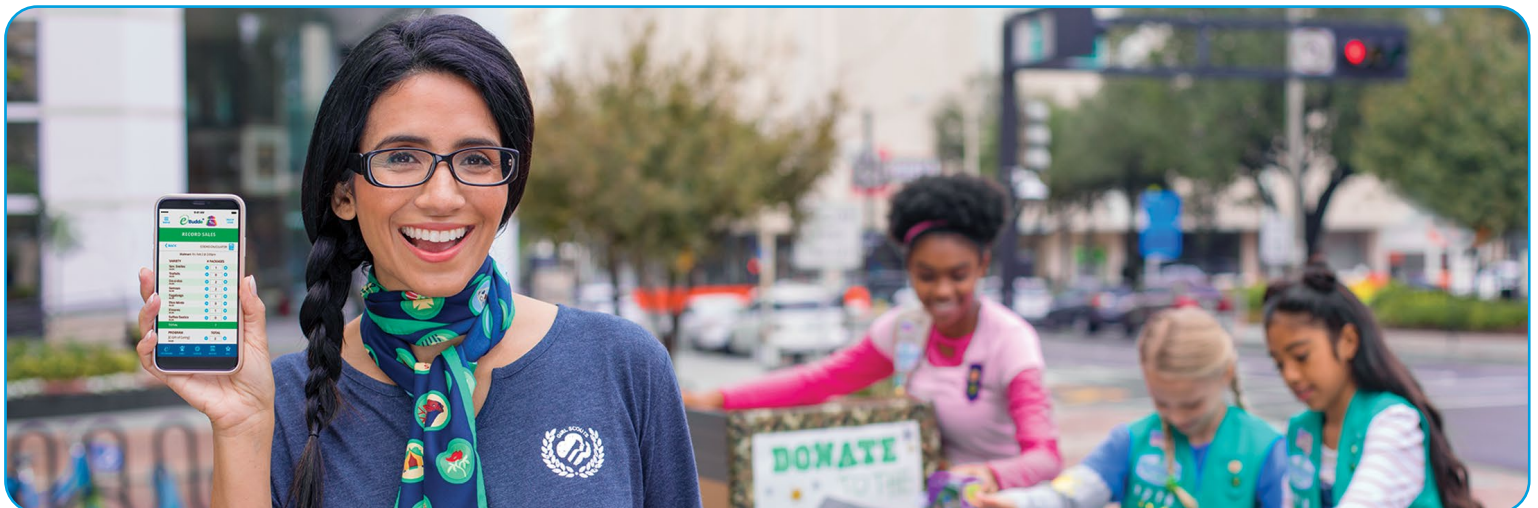
Stay in the know, on the go! This must-have app puts power at your fingertips, wherever you are in the cookie season.

What it includes:

- Streamlined dashboard
- Easy management of orders and rewards
- Important messages and upcoming events
- Options for finding booth locations and exchanging cookies
- Help Center

Where you'll find it:

- App Store and Google Play



3

OPEN FOR BUSINESS

TAP IN TO THE POWER OF eBUDDE



GETTING STARTED

1 Look for welcome email with link and log in information to eBudde.LittleBrownie.com.

- After your Service Unit Manager grants you access, you'll receive a welcome email with a login link.
- Click the link and set up a new password, then click CONFIRM.
- At the profile screen, enter your new password.

2 Set up your troop.

- Click the SETTINGS tab, then EDIT SETTINGS.
- Enter your troop's package goal.
- Update the level of your troop if needed.
- Check OPT OUT OF REWARDS only if your troop is Cadette or above and wants to receive additional proceeds in lieu of girl rewards (*details on pg. 16*).
- Click UPDATE to save.

3 Adding users.

- Click the CONTACTS tab, then the ADD button.
- Enter the contact information of the additional user and select the appropriate role from the dropdown menu.
- Click UPDATE to save.
- eBudde will email the new user a link to sign in.

eBUDDE TROOP TAB KEY

TAB	DESCRIPTION
DASHBOARD	Default screen that shows important messages from the Council/Service Unit, calendar, checklist, dates and links to additional tools and resources.
CONTACTS	Edit contact information. This includes name, address, and phone number. This DOES NOT include changing the email address. That must be done from the login screen. Troops can email caregivers directly from eBudde. Emails are outgoing only.
SETTINGS	Select rewards opt out (if applicable) and remove or add additional troop users.
GIRLS	Review registered girls and enter girl goals and shirt sizes.
INITIAL ORDER	Enter girl and troop initial cookie orders. NOTE: Once orders are submitted, troops are locked from making changes. Carefully review before submitting.
DELIVERY	Select delivery site and pick up time (if applicable) and print Troop Delivery Confirmation.
GIRL ORDERS	Track girl initial, booth and additional orders and payments, including Digital Cookie Orders.
TRANSACTIONS	Keep track of all cookie transactions and enter pending Cupboard orders or transactions between troops.
TXN. PICKUPS	Confirm cupboard pickup if the cupboard is using contactless pickup.
COOKIE EXCHANGE	Post available cookies by variety and see what is available from other troops.
REWARDS	Select, review, and submit initial and final reward orders for girls and troops.
BOOTH SITES	Select Council booth sites and/or request troop booth sites.
PAYMENTS	Review ACH and DOC payments to Council for accuracy.
GOC ORG.	Record troop donations for their Gift of Caring cookies.
SALES REPORT	Recap of all troop information: Troop contact information, PGA, initial order, additional cookies, transfers between troops, DOC transactions, troop proceeds, payments, and any amounts still due to Council.
REPORTS	Run reports from this tab for additional information on delivery, Cupboards, Digital Cookie, rewards, and booths.
HELP CENTER	Find additional information on the eBudde system and links to Microburst Training videos.

4

OPEN FOR BUSINESS

HELP GIRLS SUCCEED AS COOKIE ENTREPRENEURS



VOLUNTEER SHAREABLES

This resource helps you find the right words (and pictures) to promote the cookie program. It's social planning made simple!

What it includes:

- Posts covering multiple categories:
 - Cookie news
 - Special promotions
 - Holiday themes
 - Profile pictures

Where you'll find it:

- LittleBrownie.com
- Additional social media tools are available in [Cookies Resources](#).

COOKIE RESOURCES

This Google documents resource folder contains any additional information you may need for the Girl Scout Cookie Program. You will find all training presentations, electronic versions of forms and guides, rally information and activities, videos, clipart, booth resources, social media tools, webinar recordings, and so much more!



COOKIE RALLY GUIDE

This Girl Scout Cookie Season will be an adventure like no other. Girls are ready to Go Bright Ahead — and so are you. So let's get started!

Here's how you can plan your cookie season kickoff with this Rally Guide:

- Navigate through the sections with the interactive tabs on the right.
- Take note of your favorite ideas on the Action Plan tab. Use the blank fields to customize your plan for each section.
- All the activities in this guide can be tailored to in-person or virtual events.

Make sure to check out Girl Scouts' [Virtual Girl Scout Cookie Rally Guide](#) for more ideas.

4

OPEN FOR BUSINESS

HELP GIRLS SUCCEED AS COOKIE ENTREPRENEURS

WITH THE DIGITAL COOKIE™ PLATFORM, THE GIRL SCOUT COOKIE PROGRAM IS BETTER THAN EVER.

Have you spoken to your troop families about participating in the Girl Scout Cookie Program this year?

Now there is one more way to superpower their program—by adding online order taking with the Digital Cookie™ platform. You play a key role in encouraging and supporting girls and caregivers with this channel.

Remind them that it's easier for girls and caregivers to participate at their convenience and to reach friends and family near and far. And, importantly, it increases quality time together for girls and caregivers!

It's really simple, with just four easy steps! They'll register, set up their sites, invite customers, and track their goals. That's it!

Digital Cookie makes it super simple for customers to order their faves online from a custom girl URL, and pay by credit card to either get the cookies right from you (caregiver approval required) or have them shipped — awesome!



Look for your registration email or contact us for more information.

- Volunteer Digital Cookie Registration email sends on December 10 at 4 a.m.
- Caregiver Digital Cookie Registration email sends on December 11 at 4 a.m.

CONTACTLESS PAYMENT IS AVAILABLE THROUGH THE DIGITAL COOKIE APP

Girls can take orders on the go with the Digital Cookie Mobile App which is available for free download on both the App Store and Google Play.

CUSTOM TROOP COOKIE URLS AVAILABLE THROUGH DIGITAL COOKIE

Share your troop cookie URL to neighborhood sites and community Facebook groups. Cookies ordered through this URL should be evenly divided among participating girls.

SET UP, PUBLISH & EARN!

Girls who set up and publish their Digital Cookie site by December 28 will earn the Cookie Techie Patch!



DIGITAL COOKIE DAYS

1 DIGITAL COOKIE DAY #1
Saturday, December 17

Send 20+ emails on our Digital Cookie Days through Digital Cookies to be entered to win a Beach Bag! Ten girls will be drawn each Digital Cookie Day!

2 DIGITAL COOKIE DAY #2
Saturday, January 7

Sell 20+ boxes on our Digital Cookie Days through Digital Cookies to be entered to win \$50 Passport Bucks. One girl will be drawn each Digital Cookie Day!

3 DIGITAL COOKIE DAY #3
Saturday, January 28



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OPEN FOR BUSINESS

HELP GIRLS SUCCEED AS COOKIE ENTREPRENEURS

COOKIE BOOTHS

The Cookie Program is all about the girls and girls are what people want to see!

Cookie booths are a great way to gain new customers and quickly reach troop cookie goals.

Cookie booths can be reserved through the eBudde Booth Scheduler, as well as troops reaching out to local businesses that are outside of the council-sponsored booths. Make sure to add these booths into eBudde Booth Scheduler so customers can find your booth on the [Cookie Finder](#).

Booths provide additional learning opportunities, like planning and working together as a team. Booths can be stocked with troop cookies or girl cookies, and the eBudde Booth Sale Recorder can help assign boxes sold to participating girls.

Troops may schedule booths anywhere within the 59-counties served by GSHS. **Booths outside of council are prohibited.**

You are not limited to the area covered by your Service Unit, but try to stay within your local community. We ask that troops schedule booths only inside their area until the "Open Round" of the eBudde Booth Scheduler. This gives troops a chance to obtain booth slots within their own area first. Girls should have a presence in their own community and people enjoy supporting their local troops.

\$5 Cookies:

Adventurefuls, Do-Si-Dos, Lemon-Ups, Samoas, Tagalongs, Thin Mints, Trefoils, Raspberry Rally (available online only for direct ship).

\$6 Cookies:

Girl Scout S'mores and Toffee-tastic.

DISCOUNTING OR RAISING PRICES IS STRICTLY FORBIDDEN.

This is a learning experience for the girls - let them ask customers to purchase cookies and assist them with taking contactless payment, accepting the money and making change.

Adults are not allowed to work a booth without girls. Girls must remain at the booth at all times with adults present (ratio of adults per [Safety Activity Checkpoints](#).)

The adult-to-girl ratios are two non-related adults (at least one of whom is female) to every:

- 12 Girl Scout Daisies
- 20 Girl Scout Brownies
- 25 Girl Scout Juniors
- 25 Girl Scout Cadettes
- 30 Girl Scout Seniors
- 30 Girl Scout Ambassadors

Plus one adult to each additional:

- 6 Girl Scout Daisies
- 8 Girl Scout Brownies
- 10 Girl Scout Juniors
- 12 Girl Scout Cadettes
- 15 Girl Scout Seniors
- 15 Girl Scout Ambassadors

***Multiple-level troops will always default to adult-to-girl ratios for the youngest age level present.**

Consider reducing the number of girls and adults hosting cookie booths to avoid being overcrowded. Create shifts that girls can work so everyone has the opportunity to take orders. You might also consider having members of your troop present at multiple booth locations at once, to more quickly reach your goal.

Daisy Girl Scouts must always have an adult buddy when participating in a booth. They do not hold onto money. All money is held by their adult buddy.

Do not keep money visible. An adult should keep large bills concealed. Consider using contactless payment options.

Girls should never give out their names, addresses or telephone numbers to customers. The adult Troop Cookie Manager's telephone number, or the troop cookie website URL can be provided.

Enjoy your booth and keep in mind that safety is our number one priority.

If your troop has an excess of cookies at the end of the program, consider scheduling additional booths (with store manager's permission).

TOUCH BASE TUESDAYS

It can be hard to track how many cookies a girl still has on hand. The caregivers should communicate weekly to see if cookies are being sold as expected. No one wants too many cookies on hand at any given time. Work as a team to manage inventory.



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OPEN FOR BUSINESS

HELP GIRLS SUCCEED AS COOKIE ENTREPRENEURS

COOKIE BOOTHS

continued

INDEPENDENT BOOTHS

If you schedule your own cookie booth please enter this into the eBudde Booth Scheduler so customers using the GSUSA Cookie Finder can find the closest cookie booth. The council shares this link with media to let customers know where and when they can find you.

Please be courteous to other troops when scheduling booths not on the eBudde Booth Scheduler. Avoid scheduling more than two booths in a popular location to give other troops the opportunity to schedule a booth there too.

DOUBLE BOOKED BOOTH

The eBudde Booth Scheduler will not double book a booth slot. In the case that another troop arrives at your scheduled cookie booth, please act responsibly.

Check the eBudde Booth Scheduler. The troop listed in eBudde is the “owner” of that booth slot. **Do not involve the store manager in a dispute.** They are doing us a service and we do not want to project a negative image.

If you encounter a problem that requires additional assistance, contact your Service Unit Cookie Coordinator first, then the council at 800.624.4185 or info@girlscoutshs.org. Remember, you are a role model for the girls and are in the public eye. Your behavior reflects on the entire Girl Scouting community.



COOKIE BOOTH CHECKLIST

- Cookies
- Hand sanitizer, disinfecting cleaner
- Smart phone or tablet with Digital Cookie app installed
- Goal poster
- Signed [Caregiver Permission and Responsibility Form](#) for each girl
- [Health History Card](#) for each girl and adult
- Paper and pens
- Troop-to-Troops/Gift of Caring signs
- Troop-to-Troops Box Wrap
- Table and tablecloth
- Trash Bags (for trash)
- Money pouch with \$25 - \$50 change
- Folding chairs
- Masking tape
- Printout of booth locations from eBudde
- First aid kit
- Thank You note for store manager
- Recycled plastic grocery bags for customers
- Calculators
- Cookie Booth decorations
- Smiles and positive attitudes



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OPEN FOR BUSINESS

HELP GIRLS SUCCEED AS COOKIE ENTREPRENEURS

eBUDDER BOOTH SCHEDULER *continued*

Opens January 13

ROUND 1

- **January 19 @ 7 p.m. –
January 21 @ 11:59 a.m.**
- Troops can schedule up to 2 time slots/up to 1 time slot per chain store.

ROUND 2

- **January 21 @ noon –
January 23 @ 9:59 a.m.**
- Troops can schedule up to 2 additional time slots/up to 2 slots per chain.
- This gives each troop the potential of 4 total time slots at this point.

ROUND 3

- **January 23 @ 10 a.m. –
January 25 @ 5:59 a.m.**
- Troops can schedule up to 2 additional time slots/up to 3 (cumulative) per chain.
- This gives each troop the potential of 6 total time slots at this point.

ROUND 4

- **January 25 @ 6 a.m. –
January 27 @ 12:59 p.m.**
- Troops can schedule up to 2 additional time slots/up to 4 (cumulative) per chain.
- This gives each troop the potential of 8 total time slots at this point.

ROUND 5

- **January 27 @ 1 p.m. –
January 29 @ 8:59 p.m.**
- Troops can schedule up to 2 additional time slots/limitless per chain.
- This gives each troop the potential of 10 total time slots at this point.

ROUND 6

- **January 29 @ 9 p.m. –
January 31 @ 9:59 p.m.**
- Troops can schedule up to 2 additional time slots/limitless per chain
- This gives each troop the potential of 12 total time slots at this point.

ROUND 7

- **January 31 @ 10 p.m. –
February 2 @ 10:59 a.m.**
- Troops can schedule up to 2 additional time slots/limitless per chain
- This gives each troop the potential of 14 total time slots at this point.

ROUND 8

- **February 2 @ 11 a.m. –
February 4 @ 11:59 a.m.**
- Troops can schedule up to 4 additional time slots/limitless per chain
- This gives each troop the potential of 18 total time slots at this point.

ROUND 9

- **February 4 @ noon –
February 6 @ 8:59 a.m.**
- Troops can schedule up to 4 additional time slots/limitless per chain.
- This gives each troop the potential of 22 total time slots at this point.

ROUND 10

- **February 6 @ 9 a.m. –
February 8 @ 9:59 p.m.**
- Troops can schedule up to 4 additional time slots/limitless per chain.
- This gives each troop the potential of 26 total time slots at this point.

OPEN ROUND

- **February 8 @ 10 p.m.**
- Troops can schedule as many remaining time slots at as many chains as you want. You may also schedule booths outside your area.

STORE MANAGERS MAY CHANGE THE SET-UP LOCATION OF BOOTH, OR EVEN CANCEL BOOTH AT THEIR SITE.

Throughout the program, time slots and locations may come available due to a troop cancellation or a site location granting permission. So, check the eBudde Booth Scheduler regularly for any new availability.

The GSUSA Cookie Finder will be updated frequently with all booth locations to help promote your booth.

Please make every effort to show up for your scheduled booth. Nationally and locally, we share the Cookie Finder in the media so customers rely on the times and locations listed to find booths. We need to be there when we say we will be there.



RELEASING A PREVIOUSLY SCHEDULED BOOTH

If for any reason you cannot work your scheduled cookie booth, please cancel your scheduled slot on the eBudde Booth Scheduler. If a store manager gives us permission to set up booths and they are not used, it appears that we don't appreciate their efforts to support Girl Scouts.

4

OPEN FOR BUSINESS

HELP GIRLS SUCCEED AS COOKIE ENTREPRENEURS

COOKIE BOOTH TIPS

ORDER WISELY!

Order only the number of cases you know your troop can distribute. Additional cases can always be picked up at Cookie Cupboards which often have weekend hours. An adult registered with your troop should be on call during the booth to pick up cookies and restock the booth as needed. Once your troop picks up cookies, they cannot be returned or exchanged with the council or cupboard.

THINK OUTSIDE THE BOOTH.

Research how to host a drive-thru, or curbside cookie booth in your area. These types of booths allow for troop members to socially distance from customers outside while still reaching cookie goals. Always follow all safety guidelines, including never allowing a girl to approach a car.

BUNDLE UP POPULAR COOKIES.

To encourage multi-box purchases, suggest that girls bundle boxes and attach recipes using the cookies or offer handmade cards such as “Happy Birthday” or “Thank You.”

ENCOURAGE TROOP-TO-TROOPS & GIFT OF CARING PURCHASES.

Make signs promoting your Gift of Caring recipient and display the Troop-to-Troops poster. Find it at girlscoutshs.org/cookiesellers.

DRESS IN UNIFORM!

Customers love seeing girls in uniform and the badges they’ve earned. It is amazing what effect this has on your supporting public.

BE VISIBLE!

Decorate! Be creative and colorful!

Make an attractive table display. Use balloons, streamers, posters and the cookies themselves! Remember to promote your troop goals and community projects.

Put signs on a vehicle and park in a visible spot! Customers will see the signs and know where to get cookies. People might even make a special trip to get them because they saw your sign. Bring along your troop goal poster and pictures of activities in which you have participated.

SET UP YOUR TABLE WITH PLENTY OF COOKIES.

A full table attracts more customers and allows them to see the varieties. Arrange cookies so customers can pick up their boxes instead of girls having to handle them.

PRACTICE, PRACTICE, PRACTICE!

This is the time for girls to tell their story. Have girls develop a script of what to say and have them practice with each other and caregivers telling what the troop’s goal is and what activities they plan to spend their earnings on.

LOCATION! LOCATION! LOCATION!

After girls set a Troop Booth Goal, begin looking for locations. Get out early to locate the best sites. Possible locations outside of council organized locations include: sporting events, car washes, concerts and plays, quick oil change shops, churches, universities and colleges, drug stores, parks and playgrounds, and hardware stores.

REMEMBER COOKIE BOOTH ETIQUETTE

Review the [Cookie Booth Etiquette Contract](#) with your girls and caregivers, and have them sign.

As you arrive at your booth location, identify yourself to the store manager and let them know how long you will be there. Remember to thank them for their support of Girl Scouting in the community. Encourage your girls to write a “thank you” note.

Selling Girl Scout Cookies at a booth is a privilege granted to us by local merchants. If this privilege is abused, even unintentionally, it could cause all Girl Scouts to lose the opportunity for additional booths at these places of business.

Girls need to be careful and considerate of the merchant’s property and customers. If there are any complaints, you may be asked to leave by the management.

We appreciate the enthusiasm of our Girl Scouts, however, do not allow them to bombard the customers. Stay clear of doorways, walkways and vehicles. Remember, we are all Girl Scouts. Be courteous even if people do not purchase cookies.

At the end of your booth time, pack up all empty cookie cases and take them with you. Girl Scouts always leave a place cleaner than they found it.

If there is a dispute over a cookie booth with another troop do not involve store management, but contact the council.

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OPEN FOR BUSINESS

HELP GIRLS SUCCEED AS COOKIE ENTREPRENEURS

COOKIE BOOTH MANAGEMENT

In the interest of providing a quality program, ensuring safety, and assuring future booth opportunities for our Girl Scouts, the following guidelines have been developed.

- Adults should understand that we have assured location managers of all stores with booth sites that these guidelines will be followed.
- Reports of a troop's failure to comply with these guidelines may jeopardize the troop's ability to participate in future booths.
- Inappropriate activities and behavior of one troop can ruin opportunities for all troops. To the public you are all Girl Scouts working for the same cause. Adults must set a good example, your girls are watching you.

1 BEFORE YOU ARRIVE

- Please eat before you arrive. Food and drinks should never be consumed at a booth.
- Dress for the weather. Most locations are outside.

2 WHEN YOU ARRIVE

- Arrive at your booth location on time, not more than five minutes early.
- Check in with the store manager before you set up, even if you sold there the day before. Thank them for the opportunity and identify the adult in charge during your shift.
- If a troop is already at the site, let them know you are there. Please make the transition smooth. Exiting troops may not wait with the cookies. Never involve store management in a cookie booth dispute.
- If management asks you to set up in a certain place, do not argue with their request. Stay within the area specified by the management. Booths must not interfere with the business' activity, including the flow of its customers/patrons. Managers have the right to ask you to leave if their instructions are not followed or patrons are bothered.

3 DURING YOUR BOOTH

- Make safety a priority. Never leave your booth unattended; always have an adult at the booth. Girls should never be left alone. The troop is responsible for safeguarding the money and inventory.
- Remember to abide by any specific requirements identified on your current sign-up's print out.
- Let the girls run the booth with adults' support, as much as possible. Adults should monitor all transactions.
- Count cookies and money before and after each booth and/or when adults change shifts.

4 AT THE END OF YOUR BOOTH

- Ensure the area is neat and clean when you leave.
- Leave on time. Thank the store manager and let them know you are heading out.

4

OPEN FOR BUSINESS

HELP GIRLS SUCCEED AS COOKIE ENTREPRENEURS

WHAT SHOULD I EXPECT FROM THE GIRLS AT A BOOTH?

All girls are different. However, the following information is a guideline of what you should expect from girls at different levels and the appropriate amount of time girls should be at a booth. Please consider your girl's abilities, fatigue factors and goals to keep booths fun, not a chore.

DAISIES

are generally able to greet customers, have product knowledge and explain donation programs. Attention spans are short, and girls need close supervision.

The recommended time for a Daisy to work a booth is one hour.

BROWNIES

are generally able to make change with adult assistance, greet customers, have product knowledge, share goals and explain donation programs. Attention spans are short.

The recommended time for a Brownie to work a booth is one to two hours.

JUNIORS

are generally able to make change and speak with customers. Juniors should be able to share their goals in detail. Attention span is moderate.

The recommended time for a Junior to work a booth is two to three hours.

CADETTES, SENIORS & AMBASSADORS

are generally able to complete the order without adult assistance. Girls at this age are able to clearly express their goals and can be active in setting up their booths.

The recommended time for these girls to work a booth is up to four hours.

THINK OUTSIDE THE BOOTH

PORCH DELIVERY/ PICK-UP

Through Digital Cookie girls can take orders online and deliver cookies (once approved by caregivers) to customers by leaving them on their porch.

Girls should always deliver with an adult, and confirm with the customer the delivery date and location where to leave the cookies.

COOKIE "LEMONADE" STANDS

Encourage families to set up lemonade style stands in their driveways or entrance to their neighborhood.

Consider doing this for evening commuters, or after-school crowds. Remember, never let a girl go up to a car, and make sure to have an adult with girls at all times.

COOKIE YARD SIGNS

Host a drive-by cookie booth in your driveway or neighborhood park. Put out cookie yard signs at major intersections to let customers know how to find you. This is a great idea to host on a Saturday morning.

Make cookie yard signs with your Digital Cookie URL, or a QR code for drivers to order cookies on the go.

WALKABOUTS

Get out in your neighborhood with cookies to increase your orders! With cookies in hand, girls can take contactless payment in the Digital Cookie app.

To avoid face-to-face order taking, consider leaving a door hanger order card with your Digital Cookie URL, or QR code for customers to order.

CREATE A COOKIE MOBILE

Families can have a lot of fun decorating their cars to let customers know they have cookies. Use car magnets, car chalk or even removable vinyl and get creative.

Don't forget to put your Digital Cookie URL or a QR code somewhere for customers to order online.

DRIVE-THRU OR CURBSIDE COOKIE BOOTHS

Perfect for popular parking lots, drive-thru cookie booths give customers the ease of purchasing cookies without leaving their cars! This open-air idea gives girls the opportunity to take orders and contactless payment through the Digital Cookie app. Make sure to discuss safety guidelines and never let a girl approach a car.

4

OPEN FOR BUSINESS

HELP GIRLS SUCCEED AS COOKIE ENTREPRENEURS



COOKIE DONATIONS

For various reasons, some customers do not want to buy cookies for themselves. Through Troop-to-Troops and Gift of Caring, they have the chance to give to others while supporting Girl Scouts at the same time.

The **Troop-to-Troops (T2T)** program provides a perfect opportunity to send cookies to our military men and women who are protecting our freedom.



When girls take orders in-person, they simply ask customers if they would like to donate boxes of cookies to be sent to our military. If the customer wishes to do so, they indicate this in the white column on the girl order form. Customers can also donate cookies on Digital Cookie. Customers do not specify flavors.

Troop-to-Troops orders must be placed in the T2T column in eBudde to qualify for rewards. T2T donations can be taken throughout the program (initial, additional, and booth). T2T donations are considered virtual cookies and are **NOT** filled from the troop inventory. When boxes are placed in the T2T column, it will add to the amount owed to the council. Troops will be responsible for payment of any cookies placed in the T2T column.

If cookies are placed in the T2T column, the council will fill orders from council inventory or obtain additional cookies from the baker. These cookies will be shipped directly to the council's Troop-to-Troop recipient.



The **Gift of Caring** program allows Girl Scout troops to decide on a charitable organization or service group they would like to support with cookie donations as a way to say thank you. These organizations range from shelters and food banks, to local firefighters or police departments.

Through Gift of Caring, customers may purchase Girl Scout Cookies and donate them to the selected recipient while supporting Girl Scouts!

Gift of Caring boxes must be placed in the GOC column in eBudde for girls to qualify for rewards. GOC donations are not considered virtual cookies. GOC cookie donations are filled from the remaining troop inventory at the end of the program. If donating GOC cookies to the council's Troop-to-Troops recipient, these donations will need to be delivered to the council by March 31.

TIPS FOR INCREASING DONATIONS

- Always be sure to ask customers if they'd like to purchase a box or two to donate.
- Write the name of the group your troop has selected to receive donated cookies on your order card.
- Use the donation box wrap found in the [Cookie Resources](#) and simply wrap a Thin Mint box with the wrap.
- Display a sign that informs customers of your Troop-to-Troops Program or Gift of Caring recipient and goal.
- Be well-versed in communicating with customers why your troop chose its Gift of Caring recipient.
- Create a drop box where customers can place donated cookies and watch them stack up.
- Create a Tally Poster to track the number of donated packages so customers can see their donation is making a difference.



Email pictures to the council of your troop delivering cookies to your recipient with a brief description to info@girlscoutshs.org.

4

OPEN FOR BUSINESS

HELP GIRLS SUCCEED AS COOKIE ENTREPRENEURS

COOKIE PARTICIPATION OPTIONS

PARTICIPATION TYPE	ONLINE COOKIES	HYBRID COOKIES: ORDER TAKING AND DELIVERY	IN-PERSON COOKIES: COOKIES IN HAND
DIGITAL COOKIE ONLINE ACCOUNT	Girls set up their Digital Cookie online account for direct ship orders and donations (deactivate girl delivery).	Girls set up their Digital Cookie online account for direct ship orders, donations and girl delivery orders.	Girls set up their Digital Cookie online account for contactless payment to be accepted for in-person purchases.
DIGITAL COOKIE PROGRAM LINKS	Girls share their unique cookie link via email and social media.	Girls share their unique cookie link via email, social media, local neighborhood sites, and at caregiver workplaces.	X
COOKIE BOOTHS	Virtual Booths - No delivery: Girls can conduct virtual booths using Digital Cookie online link for direct shipped and donated orders.	Virtual Booths - With delivery: Girls share upcoming booth/lemonade stand information, take online orders/payments, deliver via curbside pick-up or porch drop-off.	Troops can sign up or secure booths (small indoor, outdoor, drive-thru, curbside), take contactless payments (when possible), give cookies to customers or load cookies in vehicles.
DOOR-TO-DOOR	Girls can add their Direct Ship cookie link or QR code to door hangers or business cards to leave at residences for contactless door-to-door.	Girls take orders with their order card while going door-to-door in their neighborhood and then deliver the cookies later.	Girls can go door-to-door with cookie inventory, take contactless payments (when possible), give cookies to customers.
IN THE WORKPLACE	Girls can team with their caregiver to collect email addresses of the interested customers then send emails or share cookie links from Digital Cookies for Direct Ship orders.	Girls write a personal statement that the caregiver can leave with the order card. Orders are collected, then cookies are delivered later.	Girls can visit the caregiver workplaces with cookie inventory, take contactless payments (when possible) give cookies to customers.
MOBILE COOKIES	X	Girls can participate in walkabouts with a wagon, take contactless payments (when possible), give cookies to customers.	Girls can participate in walkabouts with inventory, take contactless payments (when possible), give cookies to customers.
GSUSA COOKIE FINDER/ DIRECT SHIP TROOP ORDERS	✓	✓	X
VIRTUAL COOKIE BOOTH	✓	✓	X
OUTDOOR BOOTHS	X	✓	✓
DRIVE-THRU BOOTHS	X	✓	✓
MOBILE BOOTHS	X	✓	✓

5

CELEBRATE

RECOGNIZE ACHIEVEMENTS

KEY DATES

Celebration troop meeting:

Distribute rewards and celebrate with families:

Activation of troop goals:

Notes:

Make the most of girl accomplishments, like a girl reaching her goal. Thank customers, tell stories about your cookie experiences or throw a party for your troop!



FOR GIRLS

RECOGNIZING GIRLS

Girl Scout Cookie™ Season is the time for girls to start thinking like entrepreneurs. From the earliest planning meetings through the booth phase, recognize and encourage girl development of an entrepreneurial mindset — whether it's being curious about how things work or embracing challenges.

What it includes:

- Certificates
- Patches

Where you'll find it:

- LittleBrownieBakers.com, Volunteer section.

SEND "THANKS!"

Thank everyone involved with your troop's success, including families, friends, businesses and fellow volunteers. Find card templates and ready-to-post social graphics on LittleBrownie.com. Loads of clip art is also available on the site to help you and your girls create your own messages of appreciation.

What it includes:

- Social Posts
- Card templates
- Clip art

Where you'll find it:

- LittleBrownieBakers.com, Volunteers, Clip Art and Social Media sections.



CELEBRATE ACHIEVEMENTS

They've earned it! Plan a celebration that gives you the opportunity to pass out rewards to girls, while highlighting individual and troop achievements. Discuss how the funds can be used for future activities.



Make the celebration virtual!

Visit LittleBrownieBakers.com for ideas like reward unboxing, virtual ceremonies, and more!

CONGRATULATIONS!

REWARDS

DIGITAL COOKIE™ REWARDS



Email Charm
20+ DOC Emails



Goal Getter Patch
200+ DOC Boxes



Cookie Techie Patch
Activate DOC Early
(publish by Dec. 28)

MY PERSONAL GOAL: _____ BOXES

Extra Proceeds Option or Opt Out: Cadette, Senior & Ambassador Troops choosing to opt out of rewards qualify for all charms and patches offered and rewards beginning at 850 boxes and above. Opt Out troops only qualify for patches or charms offered at Troop PGA reward levels.

GIRL INITIAL ORDER REWARDS



Sun, Surf & Stripes Long Sleeve Shirt
228+ boxes initial order

It's A Good Day Sweatshirt
456+ boxes initial order



Apparel and ink colors subject to change due to availability at time of order.



Free 2023-2024 Membership Renewal
600+ boxes initial order

ALL REWARDS ARE CUMULATIVE.



Charm Patch
36+ boxes



Bandana Scarf & Go Bright Ahead Charm
96+ boxes



Scrunchie Set
144+ boxes



Dolphin Tail Bracelet & Raspberry Rally Charm
192+ boxes



Glow in the Dark Decals, Dolphin Carabiner, & 2023 Patch
240+ boxes



Go Bright Ahead T-shirt
300+ boxes



Dolphin Charm & Theme Patch
360+ boxes



Dolphin Plush OR \$5 Passport Bucks
420+ boxes

252+ BOX TROOP INITIAL ORDER PGA REWARDS



Action Patch



Sunglasses



Oyster Charm & Water Bottle OR \$10 Passport Bucks
500+ boxes



Dolphin Tail Pen & Journal OR \$15 Passport Bucks
650+ boxes



C.E.L.E.B. Camp Adventurous AND Patch
850+ boxes



Hooded Blanket OR Travel Hula Hoop OR \$25 Passport Bucks
1,000+ boxes

Passport Bucks may be used to pay council-sponsored program activities and/or travel fees, and to purchase items in the council shop. Passport Bucks may also be used to pay resident camp registration fees and resident camp trading post for the summer session of 2023 within the resident camps provided by Girl Scouts Heart of the South. Passport Bucks may not be cashed for "real money"; have no value outside of Girl Scouts Heart of the South; and expire on 9/8/23.

384+ BOX TROOP INITIAL ORDER PGA REWARDS

Super Patch



Dry Pouch
Filled with ocean-inspired glitter

1,500+ BOX REWARD LEVEL (select one)

American Girl Doll Corinne or Truly Me

(Choose 1 from over 40 Truly Me dolls)

OR Apple TV
OR Sony Bluetooth Speaker
OR Beats Studio Buds
OR \$150 Passport Bucks



2,023+ BOX REWARD LEVEL (select one)

American Girl Doll - Create Your Own OR Laptop (Chromebook or Windows) OR Beats Studio Wireless Headphones OR Karaoke Machine OR \$250 Passport Bucks



3,000+ BOX REWARD LEVEL (select one)

Microsoft Surface Tablet OR Apple Watch OR Outdoor Projector Kit with Screen OR Cricut Explore OR \$350 Passport Bucks



BOOTH REWARD



Booth Sales Patch
60+ booth boxes

492+ BOX TROOP FINAL PGA REWARDS



Booth Charm



Travel Pillow

GIFT OF CARING REWARD



Gift of Caring (GOC) Patch
6+ GOC boxes

TROOP-TO-TROOPS REWARDS



T2T Patch
12+ T2T boxes



Dolphin Mood Ring Set
36+ T2T boxes

5

CELEBRATE

RECOGNIZE ACHIEVEMENTS

MORE REWARD OPPORTUNITIES

C.E.L.E.B. CAMP ADVENTUREFUL



C.E.L.E.B. Camp Adventureful
Invitation & Patch
850+ boxes

At C.E.L.E.B. CAMP ADVENTUREFUL we will have complete control of the entire camp!!! Climbing the rock wall, splashing in the pool, boating in the lake, and of course you must have S'MORES!! This experience is INVITE only at Camp Tik-a-Witha and will certainly be something you don't want to miss!!

Girls in K-1 must be accompanied by an adult.

- Grades K-1: June 10
- Grades 2-6: June 11-13
- Grades 7-12: June 15-17

Additional details will be sent to girls who qualify.

CUSTOM CROSSOVER PATCH



Girls who have created their avatar, sent 18+ emails, used the "Share My Site" function in M2OS during the 2022 Fall Product Program and then sell 350+ boxes of cookies during the 2023 Girl Scout Cookie Program receive a custom Crossover Patch.

2023 COOKIE ROCKER PATCHES



Super Patch
384+ Troop
Initial PGA

Goal Getter
200+ DOC
Boxes



Cookie Techie
Activate DOC
Early (by 12/28)

Booth Sales
60+ Booth
Boxes



2023 COOKIE CHARMS



Charm Patch
36+ Boxes

Fill your charm patch with adorable charms!



Go Bright Ahead Charm
96+ Boxes



Raspberry Rally Charm
192+ Boxes



Dolphin Charm
360+ Boxes



Oyster Charm
500+ Boxes



Booth Charm
492+ Troop
Final PGA



Email Charm
20+ DOC
Emails



IMPORTANT REMINDERS

NEED-TO-KNOW

EMERGENCY PROCEDURES

Please keep a copy of these guidelines and the [Accident/Incident Report](#) with you in your first aid kit at all Girl Scout activities.

In the event of a serious accident, emergency or fatality please follow the following council emergency procedures:

1. Provide First Aid to the injured person. Dial 9-1-1 if emergency assistance is needed.
2. Keep a responsible person at the scene at all times.
3. Keep the girls calm and occupied.
4. Notify the Council Crisis Team at 800.624.4185 or after hours at 901.463.2999.
5. Call your troop's emergency contact person to let the caregiver know there is a delay. Have it planned in advance what the person will say.
6. In the event of a fatality, see that no disturbance of the victim or surroundings is permitted until police arrive.
7. Do not surrender permission forms or medical records. **Keep your copies.**
8. Refer all media (press, radio, TV) inquiries to the Council. **Do not make any statements or release names to anyone.**
9. File an [Accident/Incident Report](#) and refer all insurance questions to Council personnel.

PLEASE REMEMBER: Only Council-designated spokespersons (Council Crisis Team) are authorized to speak on behalf of the Council. It is very important that communications are controlled to minimize risk. A good response is: *"I really don't have all of the information you are looking for. You need to speak with someone from our communications team."*

Feel free to give them the office phone number: 800.624.4185.

In addition to reporting emergencies and serious injuries occurring during a Girl Scout activity or on Girl Scout property to the Council Crisis Team, you are asked to report any situation or potential situation that poses a threat to the Girl Scout name and/or impairs the Council's ability to operate effectively.

The Council Crisis Team appreciates it when it has time to **Be Prepared.**

An [Accident/Incident Report](#) should be completed for any accident, illness or inappropriate behavior that occurs on the site or during a program event. It is used to supplement insurance information and to notify the council of an incident while awaiting insurance forms and doctor's statements.

This report should be completed and submitted to the council office within 24 hours following the incident. You may call the council and file an initial report by phone at 800.624.4185. A copy will then be mailed for your signature.

A leader, activity planner or caregiver may fill in sections of the form that relate to their actions. On-site First Aider and Program Director should complete separate forms.

Incident report forms can be subpoenaed for legal evidence, so information should relate only to the known facts.



IMPORTANT REMINDERS

NEED-TO-KNOW

• PRO TIPS FOR COOKIE SUCCESS

- **Don't over order!** You can always order more, but you cannot return any cookies.
- After the first year, you will have a better idea and may order more initially.
- Make sure to order in CASES, not boxes.
- Build a Cookie Team within your troop, so that you (the new leader) are not doing everything.
- Set expectations for caregivers (cookie ordering, turning in money, picking up cookies, etc.).
- Caregivers should turn in money regularly before taking more cookies.
- Ask for help! If you are not sure how to do something, communicate that before the program ends.
- Participate in Just-in-Time eBudde Trainings.
- Dedicate a binder to Cookie Program materials.
- Enter transactions in eBudde regularly. Don't let them pile up!
- Communicate, communicate, communicate! With your families, your Service Unit, and council.
- Meeting ALL DEADLINES is the key to success. Repeat. Repeat. Repeat.
- Coordinate with co-leaders AHEAD OF TIME; their cooperation & willingness will be key.
- A Girl Scout and her mom or dad can have their own cookie booth as long as it's in the eBudde Booth Scheduler.
- If your troop's orders are slowing down, talk to caregivers about transferring cookies to someone else in the troop that can sell them. Don't wait until the last week!
- Teach every single Girl Scout the importance of smiling and thanking customers "for their support" — the essence of customer service and follow-up. Their conduct MUST be becoming of a Girl Scout.
- Never forget selling Girl Scout cookies is all about helping the girls learn the Five Skills of entrepreneurship.
 - + Goal Setting
 - + Decision Making
 - + Money Management
 - + People Skills
 - + Business Ethics





IMPORTANT REMINDERS

NEED-TO-KNOW

• COOKIE PROGRAM GLOSSARY

Automated Clearing House (ACH)

A banking system used for electronic fund transfers during the cookie program. It uses the troop's bank account and routing numbers which are entered into eBudde by the Council. It is a safe, secure system through which funds are "swept" or electronically transferred on specific banking dates.

Allocate Cookies

A method by which cookies are assigned in eBudde to a participating girl. It is important to allocate cookies throughout the program because this is how girls will earn rewards.

Caregiver Permission and Responsibility Form

A form that provides permission for a Girl Scout to participate in a council sponsored product program and outlines financial responsibility of the caregiver. This form must be signed by a caregiver prior to a girl's participation.

Case

Girl Scout cookies are packaged in cardboard boxes called cases. Each case contains 12 packages/boxes of cookies regardless of cookie variety.

Cookie Booth

A stationary set-up of Girl Scout cookies at a public location such as a grocery store, convenience store, bank, place of worship, school, library or other venue where girls are permitted. There are two (2) types of booths: council-sponsored and troop-sponsored booths.

Cookie Booth Notify

A waitlist for troops to secure a council-sponsored booth location in eBudde. The system will email the troop if a desired booth becomes available and is on a first come, first serve basis.

Cookie Cupboard

Local homes or locations within the council boundaries where troop cookie managers and other assigned adults may pick up additional cookies throughout the cookie program.

Cookie Entrepreneur Family Pin

A collection of pins that girls may earn by working with their families on activities and are based on age level.

Cookie Exchange

A posting board available in eBudde that enables troops to post and exchange extra cookies.

Cookies in Hand

A phase in the Cookie Program once Girl Scouts and troops receive their initial order cookies and begin selling them directly.

Cookie Rally

A council-sponsored event for girls to enjoy featuring basic cookie program information and fun activities.

Cookie Rookie

A training video that helps new girls understand the basics of the cookie program. The video covers how the Cookie Program works, cookie names, how to set a goal, safety rules, how to ask a customer to buy cookies and cookie booth essentials.



IMPORTANT REMINDERS

NEED-TO-KNOW

• COOKIE PROGRAM GLOSSARY *continued*

Cupboard Manager

A person responsible for managing a cookie cupboard.

Digital Cookie/Digital Order Card (DOC)

A customized website for girls to market and take cookie orders. Customers may choose to order cookies and have them shipped directly to their residence, delivered by the girl, or choose to donate cookies. All cookie orders are paid for online. Data flows between Digital Cookies (used by girls) and eBudde (used by volunteers).

eBudde

A web-based technology platform that is used by volunteers to manage the entire cookie program.

eBudde App

A mobile based technology platform that is used by volunteers to manage the entire cookie program and is available for download on the App Store or Google Play.

eBudde Booth Recorder

A section of eBudde used to track booth sales and girl participation. It enables the user to record the number of packages sold and will divide them evenly between the participating girls.

Five Skills

Girls develop five (5) skills by participating in the cookie program. These skills are goal setting, decision making, money management, people skills and business ethics.

Gift of Caring

A troop service project where customers may purchase packages of cookies that the troop will deliver to their chosen recipient. Customers do not choose the cookie variety. Troops will fill and deliver the Gift of Caring donations from their remaining inventory at the end of the program.

Girl Order Card

Girl Scouts use a girl order card to track in-person orders and set their goal for rewards. It lists the cookie varieties, nutritional information and girl rewards. There are rows and columns to track each customer's name, address and phone number along with the quantities of each variety ordered and amount owed.

Girl Scouts Built by Me Cookie Planner

A website tool that troops may use to plan their cookie season and create a customized schedule. It may be accessed by going to CookiePlanner.LittleBrownieBakers.com.

Girl Scouts My Cookie Friend

A website where girls learn about the cookie program mascot through fun facts, games, videos, activities and crafts. Visit mycookiefriend.com for access.

Girl Scout Cookie Program

An educational and fun way for girls to sell cookies and earn funds for their Girl Scout activities. It is the largest girl-led entrepreneurship program in the world and began in 1917 when Girl Scouts baked cookies and sold them to help finance troop activities.



IMPORTANT REMINDERS

NEED-TO-KNOW

• COOKIE PROGRAM GLOSSARY *continued*

Girl Scout Leadership Experience (GSLE)

Builds leadership skills through the participation of girl-led programming thus allowing them to discover themselves and their values, connect with orders and take action to make the world a better place.

Girl Scout Promise and Law

The promise is a pledge every Girl Scout makes when joining the organization. It affirms the spiritual and ethical framework of Girl Scouting. The law is a Girl Scout code that serves as a guide for the personal behavior of all members.

Little Brownie Bakers (LBB)

Little Brownie Bakers is our bakery partner for the Girl Scout Cookie Program. They supply our council with cookies as well as resources for girls and volunteers to be successful.

National Girl Scout Cookie Weekend

An annual occasion to honor creative and successful Girl Scout Cookie entrepreneurs across the county, as well as the positive change that cookie earnings make possible.

Opt Out / Extra Proceeds Option (EPO)

A method by which a Cadette, Senior or Ambassador troop chooses to not receive rewards in exchange for extra troop proceeds; currently \$0.07 per package. Girls within troops choosing the EPO will only earn patches (initial and additional orders.) For each girl that reaches the 800+ box level, she will then begin accumulating rewards at each level she obtains thereafter. EPO troops can earn all Troop PGA rewards. The EPO choice made is for the entire troop. GIRLS, not adults must make the troop's opt out choice. Multi-level troops with younger girls may not participate.

Package/Box

Each variety of cookie is sold in an individual cookie package/box. Some varieties have a recycled cardboard outer packaging/box and some varieties have a cellophane outer wrap. The number of cookies and price of each package/box varies by variety.

Per Girl Average (PGA)

The total number of cookies sold by a troop divided by the number of girls participating in that troop.

Product Programs

Council-sponsored programs that enable troops and individually registered Girl Scouts known as Juliettes or IRMs to earn funds for troop/group activities. This includes the Girl Scout Cookie Program and the Fall Product Program.

Rewards

Items earned through participation in a council-sponsored product program. Cookie rewards are based on the number of packages/boxes sold during the annual cookie program. This includes orders from online, in-person, donations, additional, and troop cookie booths.

Service Unit Cookie Coordinator (SUCC)

A volunteer who trains, supports and oversees all Troop Cookie Managers within an assigned service unit.

Service Unit Proceeds

A Service Unit's share of money earned by the order of products through a council-sponsored product program such as the Girl Scout Cookie Program or Fall Product Program. Proceeds retained by a Service Unit are used to fund Service Unit activities.



IMPORTANT REMINDERS

NEED-TO-KNOW

• COOKIE PROGRAM GLOSSARY *continued*

Troop Cookie Manager (TCM)

A volunteer who is responsible for the logistics of the cookie program for a single troop. Duties include ordering cookies, collecting money and distributing girl rewards.

Troop Cookie Pickup Only User

Trusted individuals such as parents, grandparents, guardians, or other caregivers who may pick up cookies at a local cookie cupboard. Note: As a Troop Leader or Troop Cookie Manager, do not add yourself into this role.

Troop Sponsored Cookie Booth

A stationary set-up of Girl Scout cookies at a public location that is contracted by individual troops and should be entered into the eBudde Booth Scheduler for approval and marketing to the public.

Troop View Only User

An eBudde user who is given permission to view information listed in eBudde but does not enable them to make changes. Note: As a Troop Leader or Troop Cookie Manager, do not add yourself into this role.

Troop Booth Recorder User

A user who may record booths. Note: As a Troop Leader or Troop Cookie Manager, do not add yourself into this role.

Troop Proceeds

A troop's share of money earned by the order of products through a council-sponsored product program such as the Girl Scout Cookie Program or Fall Product Program. Proceeds retained by a troop are used to fund troop activities.

Troop-to-Troops Program

A council-wide service project where customers may purchase donated packages of cookies that GSHS will deliver to our partner, Soldiers' Angels. Girls and troops collect the money, but do not physically take possession of the cookies. Troop-to-Troops donations can be accepted at any point during the Cookie Program.

Troop Transfers

Transfer of cookies (packages/boxes and/or cases) between Girl Scout troops. Financial responsibility follows the cookies. A receipt is written by the troop giving the cookies. Both troops sign the receipt. The troop giving the cookies is responsible for entering a transaction into eBudde.

Virtual Cookie Booth

Girls take cookie orders by hosting virtual cookie booths that allow customers to buy or donate cookies online.

Volunteer Toolkit (VTK)

A digital resource that supports troop leaders and co-leaders with meeting plans, caregiver communication, membership renewal, tracking badges, awards, recording meeting attendance and more. Access the VTK via girlscoutshs.org and clicking on My GS.